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AUGUST 1995

Stock Talk: This Is
CNN's Business
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COMPU\$ERVE

M A G A Z I N E

ENTERTAINMENT EXPLODES ONLINE



“Then the mouse bit me...”

Tracy, my eight-year-old, wasn't the least concerned as she said this. It was all part of the cat-and-mouse, girl-rescues-mouse story she was proudly recounting. But my wife and I exchanged a worried look. Mouse bite? Rabies? A close inspection revealed not even a scratch. By midnight though, neither my wife nor I was able to sleep. Should we take Tracy to the emergency room?



Instead, we got up and logged onto Information Access Health Database Plus (HLTDB). A search under “rabies” instantly yielded a pamphlet from the National Institute of Allergy and Infectious Diseases that assured us “rodents are rarely infected...and rabies can ordinarily be discounted.” In the periodicals section, we found 64 more articles – including two from “Pediatrics for Parents” – which confirmed what we already learned. The next morning we double-checked with the pediatrician.

“Don't worry,” she said. “Mice don't transmit rabies.”

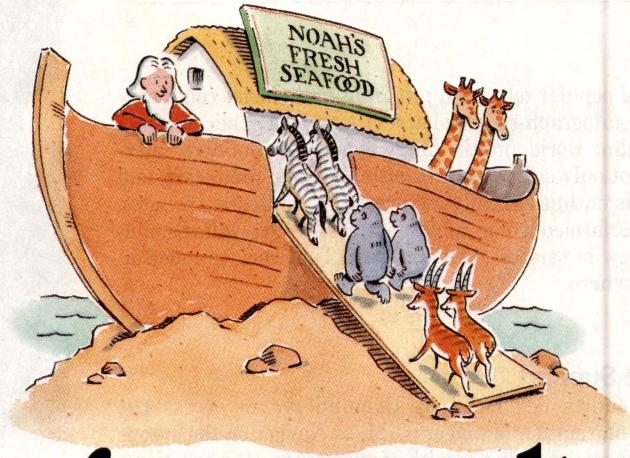
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There was a time when fans of popular television programs and movies could only watch, join a club, and send off autograph-seeking letters that only a publicist would see. With the advent of the online world and the flurry of new CompuServe entertainment services, fans find not only each other but also the stars, producers, and writers of an industry that has enthusiastically discovered its audience. Includes: How well some famous folks performed live in conference; Hollywood Online's multimedia movie kits; an overview of services; viewing QuickTime movies found in Entertainment Drive and elsewhere.

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The new Photo Gallery Forum is a place where talented amateur and professional photographers can electronically showcase their latest efforts. On display here are beautiful outdoor images from some of the forum's most distinguished nature shooters.

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Too Hot to Print

► Catch computer-industry news as it happens and read today's news, commentary, and product reviews. You'll find it only in Online Today, a daily updated newspaper.

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Dear Reader

COMPUERVE MAGAZINE

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Senior editor Gregor Gilliom attended the Academy Awards in Los Angeles this year, but he never left the office. In preparation, he read film critic Roger Ebert's predictions and downloaded QuickTime scenes from nominated movies online. On the big night, he hung out backstage with columnist Stacy Jenel Smith in an EDRIVE conference room. OK, so it wasn't the same as being dropped off by limo or helicopter à la actress Jamie Lee Curtis, and Gregor's tuxedo stayed in the closet, but he was there, doing research for this month's cover story, beginning on page 12.

CompuServe has redefined "being there" for many television and movie fans. They're no longer limited to passively watching events on the tube; rather, they participate in them as they air, influencing future content by exchanging forum messages with prime-time TV producers and drumming up support for favorite shows. They no longer leave a movie at the theater; instead, they download interactive press kits for program notes and crew bios, share insights with lurking screenwriters who want the *real* reviews about their movies, and talk in real time with stars, who once were only as accessible as the magazine covers they grace on the newsstands.

Fans' online interaction benefits Hollywood's insiders, too, because they have a direct link to those who make the ratings rise and fall. They're able to offer intimate perspectives not to be shared anywhere else, clarify misperceptions, and, more than anything, provide a cyber-home where fans can feed their love for favorite sitcoms and flicks.

CompuServe constantly adds new services to meet the entertainment industry's booming demand. Check the News Flashes of your favorite entertainment forums and watch What's New for current happenings. I recently learned about the new France Cinema Forum (GO FCINEMA), sysoped by a French promotion company and French stage and screen actor Thierry Lhermitte. I also learned that cable TV's Comedy Central soon will be joining the Information Service with sounds, GIFs, conferences, and general fun and hilarity. Because of our constant growth and change, I keep reminding readers to check online announcements. Indeed, someday CompuServe members may find the newest TV network is the CompuServe network, and the silver screen is their computer monitor.

A final note: after reading "Can We Talk? How Some Celebs Did Online," on page 19, you may find yourself conferencing with the stars. If you're a Windows user, be sure you've upgraded to WinCIM 1.4 (GO WINCIM). This latest version makes the chatting easier.

* * *

Speaking of Windows, did you notice? CompuServe's window on Windows changed this summer with the launch of the WinSupport area (GO WINSUPPORT). You now have one place to go for all of your Windows needs. Hundreds of products and services, including those from Microsoft, Claris, Borland, WordPerfect, and other vendors you've depended on as a CompuServe member, are gathered here and continue to provide their expertise. Navigating is very easy from graphical menus. Categories such as Microsoft Connection, Shareware Areas, and Files & Forum Support for 1,000s of Products help define what's available. So check it out, and watch for the debut of Windows Magazine Showroom in the WinSupport area. In development as I write, the showroom will enable members to download working demos of commercial software for \$4 each. All files will be under 2MB, and you'll then be able to order the software, including documentation, via an 800 number. But that's just the first step. Eventually, members will be able to order the product and documentation online for postal delivery.

Kassie Rose
Editor

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Whether you make a spelling mistake because of keyboard-carelessness or ignorance, it is going to hurt you. Typos are easy to make, but their effects on your image are not easy to deal with. It is therefore very important to spell-check your email messages and forum postings.

CompuServe is the most comprehensive on-line information service you can find. It has over 3.2 million members worldwide. 81% are Executives or Professionals, according to CompuServe Magazine's demographic survey.

So if you use CompuServe to communicate with your friends or with people of your profession, it is of the utmost importance to project a positive image and avoid typos in your emails.

The WinCIM Spell-Checker Add-On actually adds a "Spell" button right onto your WinCIM's e-mail and forum Windows. So you can spell-check your e-mails with an easy button click right in WinCIM. It highlights misspelled words and suggests correct spellings all within WinCIM.

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Support Forums

Gregor Gilliom's article "The Vendor Connection" (May, p.13) didn't mention the second-most-valuable thing about the support forums: you can learn a lot about new hardware or software before you buy it by reading the messages in that product's support forum. What are the good and bad points of the product? Are other owners of similar systems having problems getting the gear working? Will it require major system tweaks? Also, this is a great time to evaluate the company's support. Do most or all of the headers show responses, or do questions languish for days unanswered? The CompuServe vendor support forums have provided me with an education about my computer and are a valuable pre-purchase tool, too.

Phil McCole
Nantucket, Massachusetts
74244,1775

Beginning Programmers

I agree wholeheartedly with Christopher Galvin's "Learning to Program" (May, p. 22). Computer programming is emerging from the mystic fog that turns off so many people. I'm one of those not trained in computer science who have jumped into the fray. However, the tool I use—Visual Basic for Applications (VBA)—wasn't mentioned in the article. It has the greatest practical benefit for arguably the most commonly used computer application, the spreadsheet.

Microsoft Excel 5.0 includes VBA as its "macro language," a tool to automate spreadsheet procedures. But VBA is to macro languages as the spoken word is to Morse code. Spreadsheet macros have traditionally been viewed as poor cousins to real computer programs, but VBA has clearly broken down that image and is a legitimate entry on the front line of programming tools. The power and simplicity of Visual Basic bound together with the robust functionality of Excel create a development environment that can have a profound impact on many business applications. VBA is a strong, practical point of entry for those interested in learning to program.

Roger D. Tedford
Microsoft Excel Forum MVP
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The article "Learning to Program" was interesting and helpful, but it left out what I consider the first step for someone curious about programming: scripting an application, also known as writing macros.

On the Mac side (where I spend most of my time), an increasing number of applica-

tions come with built-in scripting capabilities, such as WordPerfect 3.1, Microsoft Word 6, and Nisus Writer 4, among word processors; Microphone and White Knight, among telecommunications packages; and Excel. In most of these programs you can record a macro and then edit the code. In all of them, it is possible to create complex scripts that involve nearly all of the features of full-blown from-the-ground-up programming, such as conditional statements, sub-routines, defining and placing dialogs, and the like. But when you script within an application, you can create something useful that might be very simple. An example of a useful script in a word processor might consist of only two or three lines of code, so it's a great way to learn about programming without investing much time or money.

There is another advantage to starting programming this way. Most beginning programmers spend their time writing games because they know they can't hope as beginners to write a better word processor than WordPerfect. But scripting within one of these full-blown big-league applications teaches you to think critically about programming. What would you like a word processor to do that it doesn't do now? That is a real programming challenge—and one with utility.

Will Porter
Houston, Texas
75430,1351

As an experienced programmer, I turned to "Learning to Program" more for curiosity than information. Though the article treated Microsoft's Visual Basic well, readers might be misled by the statement that novices can write "moderately sized" Windows programs with V.B.—as though that's as far as V.B. can go. Not only can you start with V.B., you can stay there.

I am completing development on knowledge-evaluation software that contains 10 programs. All are more than 200K in size, and two are nearly 500K. This is hardly "moderate." Yes, I use third-party libraries and VBXs, and yes, I had to write DLL code (VC++) for some support functions, such as inter-program message switching—but it's primarily V.B. And these programs, even the biggest, perform acceptably even on a '386DX25.

Marc J Staley
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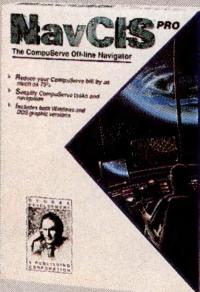
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To contact CompuServe Customer Service, GO FEEDBACK. Customer Service representatives also answer general questions in the Help Forum (GO HELPFORUM) and product-specific questions in the DOSCIM (GO DCIM-SUP), MacCIM (GO MCIMSUP), WinCIM General and WinCIM Technical (GO WCIM-GEN, GO WCIMTE), CSNav-Win (GO CSNAV), MacNav (GO NAVSUP), and CompuServeCD (GO CCDSUP) support forums. These forums are part of basic services. Call Customer Service in the United States and Canada at 800-848-8990; in France, 36 63 81 31; in Germany, 0130 86 46 43; or in the United Kingdom, 0800 289 458. GO CSHELP for other countries' Customer Service numbers.

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MONITOR

In the VisCIS Future, "Log On" Has Become "Walk Through"

You find yourself walking down a modern city street enjoying the view of snowcapped mountains in the distance. Store windows invite you to check out new products and services. Other buildings contain libraries, schools, and conference centers. A blimp floats overhead, flashing out the latest news on a display panel. A person approaches, you recognize his face, and you hold a short conversation.

A morning's stroll in Denver, Colorado? Not exactly. We're talking about a visit to CompuServe in the not-too-distant future.

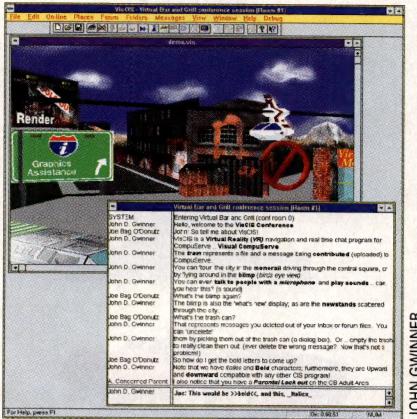
Members in Section 5, "Visual CompuServe," of the Cyber Forum (GO CYBERFORUM) are currently working on VisCIS 3D, a new CompuServe interface that promises to bring virtual-reality technology to the online world. Member Patrick Reilly says VisCIS 3D will change the face of CompuServe by presenting a virtual landscape of icons that members can walk around and through. Visual neighborhoods, Reilly says, will allow members to group related forums and services together for easier navigation and access. "For example, you can go to the computer section and enter the green building that's Microsoft," he says.

Reilly adds that the virtual-reality interface will make

CompuServe a "place" that's easier to visualize. "Instead of the cold feeling of accessing records in a database, the user will get the feeling of a real, live community," he says. "When members enter a forum, they can see the 'avatars' [photographic representations] of other members wandering around and quickly get a feel for the popularity of the place."

VisCIS 3D project leader John Gwinner notes that while the development team is striving for high-impact technology, a trade-off is being made between "pure" virtual reality and practicality. "Unfortunately, the state of the art in HMDs [Head Mounted Displays] is not high enough yet to allow the reading of text without blowing a significant amount of money—like the mortgage on a house," he says. "So at this point, VisCIS 3D is mouse-controlled and has a fair amount of 'regular' Windows dialog boxes." But Gwinner adds that most members who run the VisCIS 3D demo come away very impressed.

To test-drive the VisCIS 3D demo yourself, visit the forum's Library 5, "Visual CompuServe," and download VIS001.ZIP. Minimum system requirements include a 25MHz '486DX PC, 8MB of RAM, and Windows 3.1 or higher.



JOHN GWINNER

Spy Before You Buy: ZiffNet's Windows 95 Previews

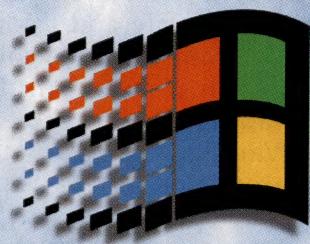
If you're among the estimated 70 million Windows users adding Windows 95 to your desktop this month, turn to ZiffNet for the latest technical information, special features, and downloadable software to help you get the most out of Microsoft's latest operating system.

PC Magazine has already taken a test drive and can tell you how Win95 measures up. "Getting Ready for Windows 95" examines Win95's hardware/software requirements and built-in communications features, and evaluates the feasibility of plug-and-play. The feature also compares the Windows 95 user interface with the current version of Windows and with IBM's OS/2 and Apple's Macintosh System 7.5.

Look for this review in the point-and-click Windows Help format (W95PCM.ZIP) or ASCII format (W95PCX.ZIP) in Library 16, "Win95 Files," of the PC Magazine's Editorial Forum (GO EDITOR) on ZiffNet. Screen shots of Windows 95, technical "white pa-

per" from Microsoft, and a frequently-asked-questions file (W95Q&A.TXT) can also be downloaded from this library.

Wondering what it's like to use Windows 95? Check out Windows Sources magazine's "Windows 95 Virtual



Walkthrough." It's as close as you can get to Win95 without breaking shrink wrap. The downloadable file (WIN95.ZIP) contains dozens of detailed articles reviewing the functions, usability, and technical aspects of the new interface. You can retrieve it from Library 1, "General Information," of the Windows Sources Forum (GO WIN-

SOURCES). An ASCII version of the review is also available as WIN95X.ZIP.

ZiffNet has corralled its growing collection of Windows 95 shareware into one location: Library 13, "Windows 95," of the Public Brand Software Utilities Forum (GO PBSUTILITIE). All applications, utilities, and games in this new library have been tested and rated by ZiffNet's reviewers. Titles include a top-rated compression utility, WinZip for Windows (WZNT.EXE); Bomb Squad (BOMSQU.ZIP), a variation on the game Mastermind; A-B-CD (ABCD.ZIP), a CD player and database; and the popular World Wide Web browser Mosaic (WMOSAC.ZIP).

Of course, OS/2, DOS, and Windows 3.x users will find thousands of shareware titles in all computing categories throughout the seven PBS software forums on ZiffNet.

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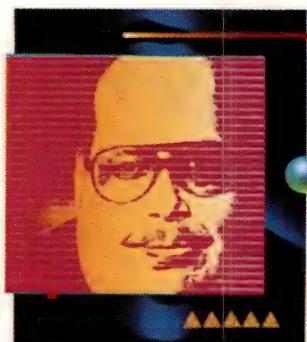


Your True Choice

*Promotional price in effect through 12/95, after which the service fee will be \$7. Price does not include usage or Voice Mail. Pending tariff filing and effectiveness.

Behind the Screens

with John Edwards



A Big Birth Announcement

While not busy reshaping the world for the benefit of humanity, I like to boggle minds. Here's your mind-boggling

thought for today: It is quite likely that sometime this year, perhaps even on this day, a child will be born who will live into the 22nd century.

Ponder this fact for a moment, please. (This is not, I repeat *not*, science fiction.) While most of us are valiantly struggling to make it through the next five years in order to reach the 21st century, there probably lives among us a person who will be alive beyond the year 2100.

Now, let me state the obvious: this current newborn will be a very unbaby-like 105 by the time the 22nd century arrives. But thanks to medical advances, he or she may actually be in better shape than many of us (me) are in today. Or maybe

not. Perhaps technology will have backslid to the point that medicine has become unavailable, nourishment uncertain, and modem speeds once again a painful 300 bits per second. It could happen. After all, who would have guessed just a few short years ago that an arcane technology like facsimile would become such a big deal. (Fax is, after all, much less efficient than computer file transfers and, with low-end fax machines, far more curly, too.)

Anyway, I wonder what this 22nd-century person will have to say about the 20th-century people who read this publication: the electronic-information pioneers. Will he or she admire us for our bold vision or snicker at us for downloading those

nasty pictures from alt.binaries.hoochie_koochie? More likely, she or he will say, "It was all so long ago, I don't quite remember. Although I do seem to recall a lot of heated debates about 'Friends and Family' and 'True Savings' or some such thing. People were much more home-oriented back then."

As for me, I don't care what someone has to say about me in the 22nd century. All relevant statutes of limitation will have run out by then, thank goodness.

For more BTS gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

If We'd Had Hard Copy 100 Years Ago...

The criminal exploits of Butch Cassidy and Al Capone are the stuff legends are made of. But what about Leon Czolgosz and Chick Gandil? In their day, their deeds—the murder of U.S. president William McKinley and participation in the 1919 World Series scandal—made them famous as well, if for a shorter period of time.

Regardless of how history has treated such cases, if a law was broken, there's probably someone researching the act in the Time Warner Crime Forum (GO TWCRIME).

In the forum's "Crime History" library, you can peek at Bonnie and Clyde's tombstones and death certificates, read an eyewitness account of Billy the Kid's final moments, scan an 1890 *New York Times* report of a Butch Cassidy/Sundance Kid train robbery, and study Al Capone's murder subpoena for the killing of a rival gangster.

"My feeling is most of the folks who are interested in true crime are fascinated by historical instances as well as contemporary events," says sysop Joseph Carey.

Other files include an 1889 article introducing the electric chair and accounts of the first person to suffer its fate, and detailed reports of the McKinley assassination and the 1919 World Series game-fixing scandal involving the Chicago White Sox.

Most of these library files are contributed by hobbyists who've followed criminals and cases for



RICHARD COOK

years. Robert E. Davis resides in Waco, Texas, where Clyde Barrow was once jailed. Aside from the files he's made available in the forum, Davis's personal collection includes the guns, a pair of sunglasses, and Bonnie's cosmetics case she and Clyde had with them when killed in 1934. Linda Stratmann of London, England, has collected true-crime books for more than 20 years and contributes her thoughts on classic British criminals such as Jack the Ripper.

Would-be criminologists can also download works of current-day true-crime writers, found in the forum's "Crime Writers" library. Says Carey: "They are, after all, the crime history of tomorrow."

Get Scents for a Few Dollars

We might not all have what it takes to experience the Martha Stewart lifestyle, but anyone who can follow simple directions can make pleasant items for the bath. No big bucks to lay out, no exotic ingredients, no used credit cards.

Library 18, "Soap/Scent/Candles," of the Handcrafts Forum (GO HANDCRAFTS) has plenty of recipes for beginners including BTHOIL.TIP (for bath oil made with eggs, mineral oil, liquid soap, vodka, milk, and honey), LIPBLM.TIP (for lip balm made with coconut oil, beeswax, and Vitamin E), and BATHCR.THD (for bath crystals made with Epsom salts, perfume oil, and food coloring). Other files give instructions for making soap, candles, and potpourri balls.



A Fate Worse Than Sticks and Stones

Is that a mustache, or are you eating a rat? You're so ugly your mother had to feed you with a slingshot. No, you're so ugly your mother had to tie a pork chop around your neck so your dog would play with you. And as for your mama, she's so fat she has her own ZIP code. By the way, I'm a minister—bring your parents around sometime and I'll marry them. I would have been your dad, ya know, but the guy ahead of me had exact change . . .

No, these aren't flames in the Marginal Issues Forum, they're entries in the Writers Forum's (GO WRITER) First Annual Insult Contest, held last spring. Body odor, ancestry, PMS, Bill Gates—the usual suspects, in other words—were dragged out on the rack and roasted. Then new insulters began to insult the insults, comparing them unfavorably with the works of true wits like Dorothy Parker and Winston Churchill. One forumite even posted a "free insult generator" in the "Writers' Tools" data library "to assist the obviously enfeebled in this contest." The Windows program INSULT.EXE randomly combines the insulting phrases found in the works of Shakespeare. Someone immediately told the bardic abuse maven to get a life.



PAUL MONTGOMERY

Reclaiming the Quiet Life

If nothing else, England's Prince Charles has taught us all one very valuable lesson—you never know who might be listening in on a cellular-phone conversation, so you'd better watch what you say.

Charles probably wishes he'd paid a visit to the Consumer Forum (GO CONFORUM) and read a few of its 16 fact sheets that address common privacy-protection issues. Provided by the Privacy Rights Clearinghouse, these question-and-answer documents include advice on putting an end to telemarketing calls, checking whether your e-mail can be monitored at work, what not to talk about on your cellular phone, and other ways to take control of your personal information.

"The privacy-related laws are explained in simple language," says Beth Givens, project director of PRC, a nonprofit consumer-advocacy program based at the University of San Diego's Center for Public Interest Law. "Just as important, the guides discuss areas where laws are weak or nonexistent, like protecting your Social Security number." Because of PRC's location, some of the fact sheets reference California law specifically; otherwise, they apply to all 50 states.

Other topics address what to do if your wallet is stolen, what information merchants can request when you pay by check or credit card, and whether your medical records are truly confidential.

To find the PRC pamphlets, search the Consumer Forum's libraries using the keyword PRIVACY. Or, download the file PRIVAT.TXT for a complete list of the PRC files available.

XPressly for DTPers: Quark Answers

When a software program gets quirky, wouldn't it be nice if the program's author—or some other all-knowing genie—would magically appear with a mouse click? QuarkXPress users have something akin to that in CompuServe's Quark Online Users Forum (GO QUARK) and its sysop, Brad Walrod.

A magic lamp for Mac, PowerMac, and Windows QuarkXPress users, the forum helps desktop-publishing professionals resolve the rubs of using the sophisticated design and editing application. While he didn't write the program, Walrod is more than qualified to run the forum: he's a QuarkXPress trainer who travels the U.S. to teach the program at trade shows and conferences. He also authored the popular trade title *QuarkXPress Unleashed*, published by Random House last year.

"I already had a background in typesetting before starting to use XPress, and I taught myself the program from the manuals and third-party books," he says of his know-how. "I also got a lot of help on CompuServe." Aside from run-

The rules governing the contest strictly required "no eye gouging, spleen ripping, genital mutilation, or lobotomizing," according to sysop Alex Krislov. Krislov says he woke up with the idea of an insult contest in the middle of the night and couldn't decide "if it was brilliant or magnificently dumb." Four hundred kilobytes of replies were logged in the first few days, indicating that the idea was probably brilliant.

Nah . . . it was probably magnificently dumb. In fact, you're so dumb, when you were in school and heard you were left back, you thought you'd made the football team. And your mama's so dumb she tripped over a cordless phone wire . . .

ning the Quark Forum, Walrod manages the Desktop Publishing Forum (GO DTPFORUM) and owns and operates a typesetting firm in New York City. He says the forum, like his book, gives other users the benefit of his experience, explaining how to use QuarkXPress and third-party XTensions and utilities to get professional-quality results.

While not an official forum sponsor, Quark Inc. does encourage its technical-support reps to help Walrod solve member problems and dispense information about upcoming Quark product releases. Beyond the back-and-forth with QuarkXPress experts, members have access to documents that answer common

questions, software updates in languages from Dutch to Swiss-German, printing-problem fixes, third-party XTension demos, and scripts and utilities that do everything from resize picture boxes to strip text and switch style sheets.

For people who produce newsletters, magazines, books, and other documents on the desktop, the forum is a treasure trove of advice. Best of all, sysops will grant more than three wishes.



Monitor

Contributors: John Edwards, Paula Lovejoy, Tracy Myrant, Lindsay Van Gelder

by Gregor Gilliom

What happens when the producers and stars of television and movies interact with CompuServe members online?



Images left to right:
POWR3.JPG and
POWR13.JPG, *Mighty Morphin Power Rangers*; DREDD3.JPG,
Judge Dredd; Apollo 13;
BATPOSTR.JPG and BAT619R.JPG
(bottom left), *Batman Forever*. All files are located in GO EMOVIES.



There may be no better way to gauge the integration of CompuServe and the entertainment industry than to revisit Hollywood's single biggest night of the year—the annual presentation of the Academy Awards. Viewed by an estimated television audience of 1 billion worldwide, it's a spectacle

that celebrates movies, from the subtlest acting and directing to the most eye-popping postproduction technical wonders. During the frenzied six or so weeks between nomination announcements and "The Oscar goes to . . .," few entertainment stories are as compelling. Everyone has an opinion on the year's best





HOOP!

movies and performances, and the ensuing discussions—whether at the watercooler or in online message sections—build to near frenzy until the big night.

CompuServe's entertainment offerings have grown to offer everything a film fan craves, from pre-show predictions and real-time backstage coverage to post-award commentary and reporting of industry ripple effects. Consider the online activities related to the Oscars last spring: the moment the nominations were made public, the Associated Press announced them online, which launched a flurry of discussion between noted critic and writer Roger Ebert and hundreds of CompuServe members in his section of the ShowbizMedia Forum. (Ebert's first reaction: shock and outrage that his favorite film of the year, *Hoop*

Dreams, was all but ignored by the nominating committees.) Ebert and others then uploaded their annual predictions, and all the other unofficial events of the night—from grand-entrance fashions to the anticipated performance of rookie host David Letterman—were discussed in the People Forum, the Entertainment Drive Forum, and elsewhere. Members could even download QuickTime video clips from movies nominated in several categories, including musical numbers from *The Lion King*.

When the big night finally came, columnist Stacy Jenel Smith and EDRISE president Michael Bolanos reported the activity backstage in Los Angeles live in

Gregor Gilliom is senior editor of CompuServe Magazine. His CompuServe User ID number is 70004,4260.

Where to GO

AP Online
GO APONLINE

Beck/Smith Exclusive
GO BECK

Convention Center
GO CONVENTION

Entertainment Drive
GO EDRIVE

Entertainment Drive
Forum
GO EFORUM

Entertainment Drive
Movie Forum
GO EMOVIES

Hollywood Hotline
GO HOLLYWOOD

Hollywood Online
Features
GO HOLFILE

Hollywood Online
Forum
GO FLICKS

People Forum
GO PEOFMR

Reuters News Pictures
Forum
GO NEWSPICS

Reuters/Variety
Entertainment
GO RTVARIETY

Roger Ebert's Movie
Reviews
GO EBERT

SF/Fantasy Media
Forum
GO SFMEDIA

ShowbizMedia Forum
GO SHOWBIZ

Soap Opera Forum
GO SOAPFORUM

Stein Online
GO STEIN

TV Zone
GO TVZONE



conference. Less than four hours after the show concluded, 38 Oscar-related stories had been filed in the Reuters Variety news area, including a retrospective of the careers of Best Song-winning team Tim Rice and Elton John, and a column of Academy Award impressions filed by veteran Hollywood reporter Army Archerd. Before the next morning, the Reuters News Pictures Forum included more than 40 GIFs and JPEGs from the event, including one of Jamie Lee Curtis dangling from a helicopter during her spectacular presentation entrance, and a shot of costume designer Lizzy Gardiner in her one-of-a-kind Gold Card dress. For people who love the Oscars—who love to bathe in the spectacle of it—CompuServe was the place to be.

But does any of this really matter? It's nice to be a fan on the outside looking in, but has any of this access made a difference? Increasingly, it has. Consumers these days are no longer content to merely observe; they're using this technology to enhance their experiences with entertainment and, in some cases, affect the way it's produced. Members online during the Oscar telecast were encouraged to submit questions to Bolanos and Smith, who in turn presented them to the stars during press conferences behind the curtain. Suddenly and dramatically, the entertainment industry and its audience had been brought closer together than ever before. "There's a certain distance between viewer and film that online services have eliminated," says member Lee Goldberg, a veteran television writer and producer. "It's no longer one-way communication." And not just for movie fans, but across the entertainment spectrum.

Cyberspace has always had its pockets of fandom—the earliest electronic bulletin boards reflected the community's penchant for science-fiction movies and books. Today, fans of soap operas, comedies, late-night talk, and even commercials have hangouts online. And they aren't just talking among themselves—members frequently exchange opinions with the very people responsible for their favorite productions. Studios are embracing online activity, offering their stars, themselves, and slick, downloadable interactive snippets and previews of their products to hungry fans around the world. The idea of fans making noise online

isn't new, but the fact that the industry is listening is.

Nineteen ninety-four was a spectacularly innovative year in which CompuServe members were privy to several significant online firsts. In March of that year, the ShowbizMedia Forum launched the first online talk show, Stein Online, a series of regular hourlong conferences with actors, musicians, writers, politicians, and other personalities from the headlines. About that same time, EDRIVE launched a quickly growing enhanced-menu area chock-full of celebrity GIFs, Letterman Top 10 lists, and fun new message sections. In June, Aerosmith released its single "Head First" as a CompuServe sound file, introducing a whole new radio-station request: "Hey," callers told D.J.s around the United States, "can you play that song you pulled from CompuServe?" Never before had a rock single, let alone one from a supergroup like Aerosmith, been released to fans online before radio-program directors got their hands on it. A month later EDRIVE made an even bigger splash by uploading QuickTime scenes from *The Lion King*, as well as a customized QuickTime movie player for Windows that made viewing the clips easier than ever. So many members downloaded their favorite scenes, including the catchy "Hakuna Matata" and the har-

rowing wildebeest stampede, that CompuServe engineers scrambled to meet the demand. Since then, CompuServe has debuted People Online, TV Zone, the Soap Opera Forum, the All-Movie Guide, and others. It's enough to make a fan dizzy.

What caused the entertainment industry to suddenly decide, "This is a priority"? Most insiders credit a combination of reasons, in terms of both supply and demand. Audiences are buying multimedia PCs by the thousands, and there are few better ways to demonstrate their capabilities at home than by running a QuickTime movie clip or an interactive preview. As members gobbled up these multimedia goodies, industry decision makers very quickly took notice—which in turn lent credibility to members' online chatting with entertainment professionals and their electronic efforts to influence their favorite shows.

"It's become an extremely hot topic in the industry," says Peter Siegel, a consultant who distributes several syndicated shows for MCA Television and helped create Universal Television's World Wide Web site, Cyberwalk. "Everybody talks about being online or interactive. TV stations perk up their ears when they hear we have online capability, because it means we're tuned into new media and pop culture, and that we're receptive to a very vocal, educated audience that's willing to feed back information on its likes and dislikes."

Online interaction also paves the way for significant cost savings for promoters. Given the choice, who wouldn't want to do away with costly, static print materials that can't be changed once they're mailed to newspapers, magazines, and TV news organizations? Ideally, says Ebert, a publicist can pay to have just one preview kit created and then copy it onto floppies (or to forums), where it's easily distributed from user to user. Postage is cut, and the novelty almost guarantees it will be looked at. "Studios look forward to the day when online press kits will replace the mailed versions," says Ebert, who interacts almost daily with members of Section 6, "Roger Ebert," in ShowbizMedia. "In theory, all the press people you want to reach will download them. That saves the cost of printing and mailing, which equals thousands of dollars per film."

The result is what Bolanos and others describe as an emerging new means of delivering entertainment to an audience with a ravenous ap-



JIM RUSH

Cyber-feedback keeps script master Lee Goldberg from writing in the dark.



petite. "EDRIVE is distribution," says Bolanos of his area's mix of exclusive movie clips, live coverage of the Oscar and Emmy award presentations, and other original content. "We concentrate on cross promotion, functioning almost like a network." Eliot Stein, wizop of the ShowbizMedia Forum and publisher of the Hollywood Hotline database, agrees: "CompuServe comes right into your home with its own programming. Just like people used to come home at six at night and turn on CBS, ABC, or NBC, they're now turning on an online service."



Fans Matter

While the traditional entertainment power structure is still very much in place, online services

are giving a voice to fans who otherwise mostly accepted what they were provided. In some cases, entertainment producers solicit the response; in others, viewers mobilize independently to change, or save, the productions they love. An early example: During the 1992 Winter Olympics, CBS executive vice president George Schweitzer lurked online to get an idea of what viewers liked and disliked about the network's coverage of the games. More recently, members have banded on CompuServe to draw attention to the critically acclaimed but low-rated ABC series *My So-Called Life*, and urged writers to improve NBC's *seaQuest DSV*.

Member Alina Schierer quickly became a fan of *My So-Called Life* after discovering online efforts to save the show. Using addresses posted in TV Zone's Section 3,

"Dramas," she and other viewers sent thousands of letters to ABC president Ted Harbert, which many say helped persuade the network to allow MTV to rebroadcast

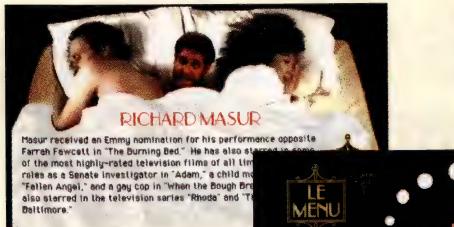
the show's 19 episodes during ABC's spring rerun season and again this fall. "It's been beneficial in getting *My So-*

Called Life on MTV, almost shoving the show in people's faces so that if it does come back, it may have a stronger viewer base," says Schierer, a student in Tucson, Arizona. "If some program or form of entertainment is threatened," she adds, "I definitely think online services can lead to fan empowerment." When *My So-Called Life* wasn't included in ABC's fall lineup, announced in May, online speculation blamed star Claire Danes's reluctance to return to the show more than the ratings themselves.

Mary Feller mailed her first letter to a

FEATURE

Movie Multimedia for Your Big Screen



You're sitting in a darkened theater, munching popcorn as the lights dim and the screen floods with coming attractions. These trailers, as they're called, tease you with the funniest quips, best action sequences, and snippets of the musical score, providing a sense of these soon-to-premiere films. But questions pop into your head: How did Jim Carrey come to be cast in that role? Where did the story idea come from?

You could go home and set the VCR to tape every entertainment-news program the week before the movie's release. But you'll spend less time and have more fun downloading and browsing the interactive multimedia kits available in the libraries of the Hollywood Online Forum (GO FLICKS; search all libraries with the keyword INTERACTIVE). These award-winning presentations, produced in Windows and Macintosh versions, throw off sound clips, music, and stylized animation, all the while guiding you through production notes, profiles of the filmmakers and cast, and even the complete roll of credits (which you'll probably miss later at the theater when the crowd stands up to leave).

"We try to echo the movie's plot and theme in creating the kits," says Stuart Halperin, marketing director for Hollywood Online, a company that's produced nearly 100 of the packages. "You want to bring those across in the interface and content."



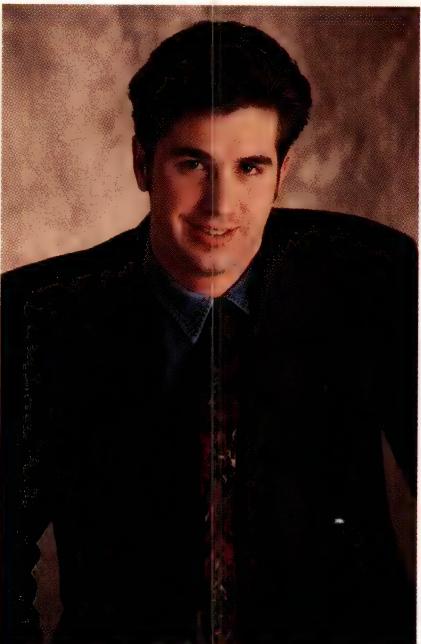
Have downloads of fun with the *Forget Paris* interactive press kit.

Indeed, the interfaces put a highly imaginative spin on fairly ordinary source materials (photographic slides, videotape recordings of trailers and TV commercials) provided by the film studios. To navigate the kit for *Kiss of Death*, the user aligns the crosshairs of a telescopic gun sight on silhouetted characters atop a cityscape; *Dumb & Dumber*'s kit lets you click on Polaroids tacked to a U.S. map, across which the film's "Dog Car" scurries back and forth; and the kit for the western *The Quick and the Dead* lets you select among categories on a six-shooter's spinning barrel by "pulling" the trigger.

Even the scroll controls for paged text within a kit reflect its movie's leitmotiv: *Tank Girl*'s uses crushed beer cans; *Rob Roy*'s asks you to click on sword-shaped pointers. Adds Halperin, "If the movie lends itself to such treatment, we'll include a game." Such multimedia larks have included setting off an "Explode-o-rama" of fireballs from *Bad Boys*, *Dumber*'s unwinnable board game ("Go 500 Miles in the Wrong Direction, Go Back 2 Spaces"), and a you-make-the-call basketball scenario from the kit for *Forget Paris*—miss a foul in "You're the Ref" and you'll hear a sound clip from the film, a fan screaming "God, I hate your guts!"

The kits use tricks such as animating only a smart part of the image so as to "keep the file size small yet let the thing look really good," says Halperin. The hope is that users will give a copy to friends (most compressed kits will fit on a high-density disk); Halperin knows of one Southern California MIS manager who puts them on her company's LAN server. They're passed along in the same way as magazines. Notes Halperin, "The difference is that the 50th person gets a copy as pristine as the original."

—Christopher J. Galvin



Sysop James Zanewicz brings stars to CIS.

network in 1969, begging NBC to renew the original *Star Trek*. Today, she heads a vocal group of fans of NBC's science-fiction drama *seaQuest DSV* in an effort to bring the show back to its science-fact-based story lines. Writers, in a semi-successful effort to boost ratings, introduced a bit more fantasy (and flesh) to the show, upsetting its original audience, which preferred more "plausible" plots. Since then, Feller's Rescue *seaQuest* campaign has been covered in the *Los Angeles Times*, *New York Post*, *USA Today*, and *People*, among other national media. A petition she circulated gathered thousands of signatures, enough to catch the eye of NBC president Warren Littlefield and Javier Grillo-Marxuach, a prime-time-series manager for NBC who oversees the show and was responsible for some of the changes. "Taking your feedback into account is a personal goal," wrote Grillo-Marxuach in a lengthy letter to Feller and her fellow campaigners, which she posted in Section 10, "seaQuest DSV," in the SF/Fantasy Media Forum. "Listening to you makes me better at my job." A self-described "rabid science-fiction fan," Grillo-Marxuach explained in detail how and why certain decisions were made and expressed a genuine desire to produce a show that would please both its fans and its network. "I want to offer some answers, point out some misconceptions, and offer some perspective on the future of the show from the point of view of an individual who is personally invested in that future."

"There is no question that NBC has been overwhelmed by our efforts," Feller

says. "Ten years ago, such an effort would have been impossible. I have literally been able to organize the world from my computer." Using online resources, Feller designed custom Rescue *seaQuest* letterhead using an original GIF posted to the "seaQuest" library, and headed a funding drive to buy a full-page ad in *Variety* expressing her group's opinions. "This is the interactive age," says Feller. "Gone are the days when television viewers just sit passively and tolerate the junk that is fed to them. People are now accustomed to a more interactive relationship with media, and this is affecting attitudes in regard to media activism." Similar campaigns have been mounted to influence the producers of ABC's *Lois and Clark*, and at press time the erratic scheduling of *Northern Exposure* was fueling lots of online concern over the show's future.

Even with his enviable industry connections, Ebert turned to CompuServe to express his outrage over the Oscar-nomination snubbing of *Hoop Dreams* by the Academy of Motion Picture Arts and Sciences. "The controversy inspired many long threads," says Ebert of the backlash, "and I was able to meet in the ShowbizMedia Forum—and then exchange private e-mail—with some of the members of the documentary jury who were appalled at the votes of their peers. This kind of contact would not have happened otherwise."

For some shows and their viewers, online efforts have resulted in much more than word-of-mouth publicity. In the case of *Party of Five*, an hourlong Fox drama more popular with intense pockets of young fans than with audiences in general, fact and fiction merged in an unusual public-service effort that followed a show last winter. After an episode in which a character died from a drug overdose, the network aired an announcement encouraging viewers to call Covenant House, a national youth organization, if they had questions about drug abuse or other issues common to teenagers. The 15-second message, delivered by *Party of Five* star Matthew Fox, also guided viewers to a conference room in CompuServe's Youth Drive! Forum, where Covenant House counselors were waiting to help. "The response was phenomenal," says James Zanewicz, an EDRIVE assistant sysop who masterminded the promotion. After the show aired on the East Coast, more than 250 viewers logged on to talk about the show and related subjects. Fox himself lurked in the forum for a while before posting a message saying how pleased

he was to see the flurry of online activity.

"The *Party of Five* promotion showed people how it can be done and how successful it can be," says Zanewicz. "It was the breaking ground." Since then, Zanewicz has helped introduce members to a variety of television-industry types in conference, including the producers of CBS's former hit *Knots Landing* and Fox's *Models Inc.* and *Medicine Ball*.

One of Zanewicz's favorite online events was a raucous visit with Ron Osborn and Mike Markowitz, producers of USA's satirical cartoon hit *Duckman*. Osborn and Markowitz first solicited questions that members uploaded to a special "Ask Duckman" section, which they wrote answers to and posted. Later, the two appeared online in character in a live conference. "We had a ball," says Markowitz. "We cruelly mocked each and every fan . . . because, of course, a *Duckman* fan would love to be insulted by the master." They also had fun working outside the constraints of network censors. Kidding aside, Markowitz values the input from viewers online: "The chief benefit is meeting so many smart and funny and nice people who love *Duckman* almost as much as we do," he says. "Anything that allows you to communicate directly with the audience, with as few filters as possible, is good for any business or creative endeavor."

(A transcript of the conference is in the EDRIVE Forum's Library 3, "CBS & Television.")

A tip for TV fans looking to get involved: it's best to align with a new show. A series that has well-established characters and viewers has less need to create excitement among audiences. New shows, however,

FEATURE





have everything to lose and are finding online services an inexpensive and compelling way to generate interest. They're often hungriest in terms of promotional opportunities—the young stars not only are willing to appear online but are intrigued by the technology; likewise, younger publicists are often more comfortable with computers than are veterans, and likelier to create opportunities to interact. "To get a show to do this, you have to catch them when they need you," says Zaniewicz. With that in mind, he arranged for the relatively unknown cast of the prime-time hospital drama *Medicine Ball* to make several conference visits.

The need to publicize a new product explains why movie executives are often even more intrigued by online possibilities than their television counterparts: they have less time to generate interest in a brand-new feature that needs to make an immediate splash at the box office. Thus, the recent online appearance of downloadable prerelease clips from *Pocahontas*, *Batman Forever*, *Die Hard With a Vengeance*, and other summer hits.



Hollywood's New Commissary

This isn't just about promotion, though. Writers, producers, and directors are active in CompuServe every day, networking with each other and tapping viewer reaction to story lines, cast changes, and other issues that can make or break a project.

"I can get almost immediate feedback on



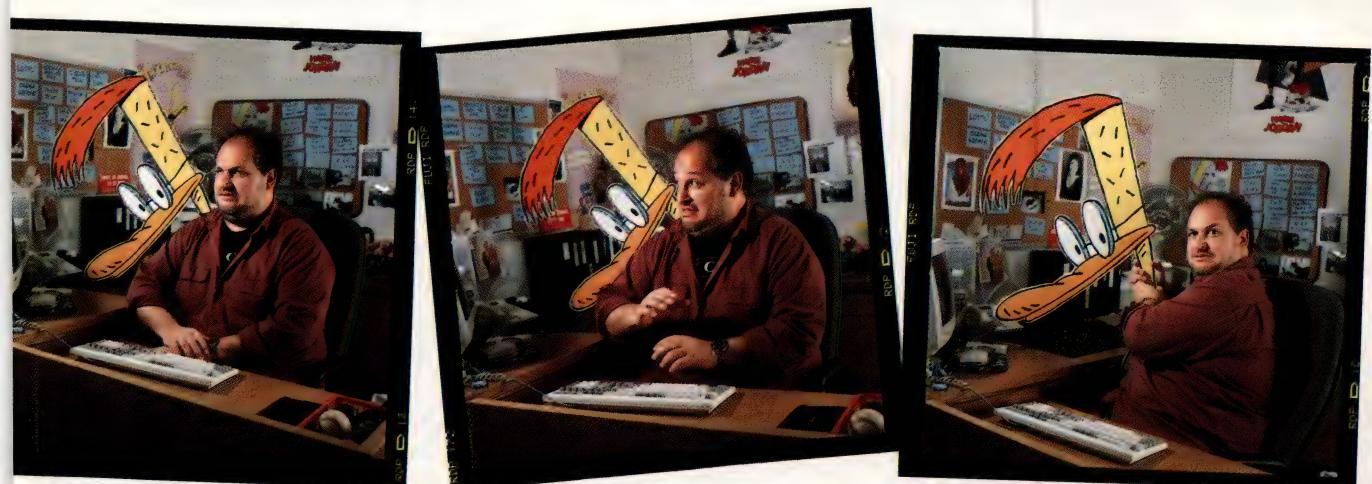
URSEL DUEIRIN/PHOTOREPORTERS

Director Azzopardi depends on the SF/Fantasy Media Forum almost as much as on a camera.

the shows that I write, often minutes after they air," says Goldberg, who, in addition to penning episodes of *Diagnosis Murder*, *Spenser for Hire*, *Baywatch*, and other shows, has written several books on television and movie history. "By being there for my viewers, I can give my show a 'human' face." Goldberg regularly visits TV Zone, the Time Warner Authors Forum, the Time Warner Crime Forum, and others for ideas and feedback, and says interaction with people outside the industry is something he's grown to rely on. "Instead of being just a credit on a TV show, I become an electronic acquaintance, and the viewer feels a more personal connection to the work that I do. A show becomes something a 'friend' has done. It transforms television from a big, impersonal medium to something much smaller and more personal."

When Goldberg comes across opinions of his work, he downloads the threads and shares them with the production staff of the show he's working on. "We love the feedback," he says. "Without it we'd be writing in the dark. Often, the comments from viewers will help us figure out what works or doesn't work rather than do what we used to do: guess." Goldberg also uses online connections to further his publishing career, making contacts with bookstore owners, newspaper reviewers, and other authors who share tips on everything from book tours to juicy publishing scuttlebutt.

Toronto, Canada-based director Mario Azzopardi, who between television projects in Germany and New Zealand has helmed episodes of Fox's *Sliders* and Showtime's sci-fi revival *The Outer Limits*, visits the SF/Fantasy Media Forum as soon as a new



JIM RUSH

Duckman writer-producer Mike Markowitz and his cartoon counterpart wreak havoc with fans in ED.RIVE, where they've made special appearances.



Viewing QuickTime Movies, Step by Step

Here are the steps CompuServe members can take to view QuickTime movies downloaded from such online sources as Entertainment Drive's Movie Forum (GO EMOVIES) and Now Playing multimedia area (GO EMEDIA) as well as the Hollywood Online (GO FLICKS), Macintosh Multimedia (GO MACMULTI), and Computer Animation (GO COMANIM) forums.

Windows

One-button QuickTime viewing can be had using Entertainment Drive's GO EDRIVE Movie Viewer 2.0, available for the onetime charge of \$9.95. The viewer includes the 2.0 version of Apple's QuickTime, a powerful upgrade introduced in 1994. A shareware version (1.0) of the viewer utilizing an older version of QuickTime can be downloaded from the Entertainment Drive Forum's (GO EFORUM) Library 16, "Multimedia." The file name is EVIEW.EXE.

- GO VIEWER and read the Apple Software License Agreement, Option 2 on the menu.
- Select Option 3 on the menu to download the Movie Viewer (file name QTVIW2.EXE) to your PC's hard drive.
- Double-click on QTVIW2.EXE in File Manager. The viewer will create its own icon group in Program Manager. If you already have Version 1.0 of the viewer, it will be updated by the new viewer.
- GO EMEDIA and select Option 2, Download the Unstuffit Files. Retrieve the decompression program UNSTUFEXE.
- Create a directory/folder within your CompuServe directory for QuickTime movies titled *Movies*.
- Download a QuickTime movie into the new directory.
- Run the Unstuff utility and decompress the movie file within the same directory.
- Double-click on the Movie Viewer icon and open the decompressed movie within the program.



Macintosh

Mac users must be using System 7.x and have the QuickTime extension installed in their System folder. The upgraded QuickTime, Version 2.0, provides better compression and comes with System 7.5. If you have an earlier version of QuickTime, the upgraded extension can be downloaded from CompuServe (GO QTME) for \$9.95. Playing QuickTime movies requires a player program, such as Popcorn or Peter's Player, and may require an unstuffing utility for compressed downloads. A selection of players is available in the Macintosh Multimedia Forum's Library 7, "QuickTime Tools," and Aladdin Systems' Stuffit Expander is in Library 1, "Help Files" (or Option 2 on the GO EMEDIA menu), as STUFEX.SEA.

- Download a player program and, if needed, Stuffit Expander. Place both in a new desktop folder titled *Movies*.
- Download a QuickTime movie to the new folder.
- Open the folder. If the downloaded file has the extension SIT or SEA, drag and drop the file onto the Stuffit Expander icon.
- Double-click on your movie player's icon and open the decompressed QuickTime movie within the program.

—CJG

episode airs. "We wait to read the reviews, just as actors wait until four in the morning to read the reviews of stage shows," he says. "We consider one attitude to represent a thousand people. So if somebody takes the trouble to write what he thinks, we multiply him by thousands."

"It can be used to show network executives the results [of our work]," Azzopardi continues. "Here's what viewers are saying." Azzopardi so appreciates the relationships he's built online that he once invited CompuServe members to a set in Paris to observe the filming of the syndicated series *Highlander*.

For members who want to mingle with industry insiders, SFMedia is one of the best places to hang out. There, members frequently bump into Michael Okuda, a senior art director and technical adviser to *Star Trek: Deep Space Nine* and *Voyager*, and Ron Moore and Dan Curry, the shows' visual-effects producers. Most message sections in the forum are organized by television and movie titles, and Section 5, "Babylon 5," is one of the most active. It's not surprising, considering how active the sci-fi show's executive producer and creator, J. Michael Straczynski, is within the area. His name can be found peppered throughout threads, and not just ones discussing the show's plot; he recently advised members to be wary of an unofficial *Babylon 5* convention, which incorrectly claimed that several of the show's stars and producers would attend. Later, star Michael O'Hare posted an open letter to fans online, suggesting they instead organize a local event to benefit charities of their own (or one he suggested).

For fans of the truly technical—people who know a gaffer from a key grip—the ShowbizMedia Forum's Section 12, "Film Production," is a home away from home. "I'm thrilled to have found a place where filmmakers can all keep in touch between films," says section leader Roberto Quezada, a Los Angeles, California-based independent film consultant, script doctor, and contributor to Indie, an electronic newsletter for people working on their first or second projects. Online networking, Quezada believes, has returned to Hollywood a sense of community not felt since the early days, "when filmmakers saw each other at the commissary or on the lot between pictures waiting for their next assignment," he says. "It will exceed that era, because filmmakers from all over the world are exchanging ideas 24 hours a day." In addition to managing the section, he uses it to test the judgment and temperament of potential staff and crew members he might assemble for a project. "Nobody likes to work with strangers, and getting to know a script supervisor or a director of photogra-

Can We Talk? How Some Celebs Did Online

How many times have you watched *Entertainment Tonight*, *Extra*, or any one of the myriad entertainment news shows and yelled at the screen, "I could ask better questions than *that*." Quite a few times, judging from the popularity of CompuServe's online conferences that take place almost every night in a variety of forums.

In the past several months, dozens of actors, comedians, writers, directors, and producers have joined members online for some serious Q&A time. Why the rising popularity of these cyber-talks? For one thing, they're longer than the typical television interview—some go for more than an hour. And they're spontaneous; you never know what questions will be asked or how (or from where) the guests will respond. Indeed, online conferencing is becoming so common that EDRIVE founder Michael Bolanos coined a term for guests whose personalities come across especially clearly online: cybergenic. A few of the more interesting moments from recent online conferencing:

- When actor **Christian Slater** joined members online to talk about his role in the courtroom drama film *Murder in the First*, he logged on from a remote motel room in Arizona. And he had company—*Saturday Night Live's* **Mike Meyers** and their girlfriends were there, too. Days before, the quartet had rented a Cadillac and driven to the middle of nowhere to escape the bustle of Tinseltown.

- Playboy Playmate of the Year **Jenny McCarthy** is accustomed to being asked about her natural assets. But even she was surprised when a dentist in Florida logged on to ask if her teeth were naturally hers. (They are.)

- Covering this year's Oscars, Bolanos fielded questions from members and presented them to the winners backstage. When a member wanted to know how **Clint Eastwood**, who'd landed an honorary award, felt about reduced funding to the U.S. National Endowment for the Arts, Bolanos reported Eastwood's surprising response: that the government's too big and NEA funding should be cut.

- A conference with legendary *New York Times* caricaturist **Al Hirschfeld** forced Bolanos and Co. to experiment with EDRIVE's first wireless online chat. "His place was so old," Bolanos recalls, "the phone hadn't been replaced since the 1950s." Bolanos's solution: a laptop, cellular modem, and strong batteries. Upon seeing the contraption, the 92-year-old Hirschfeld remarked, "How'd you get all that in such a little box?"

- During one of several conferences with the stars of the now canceled Fox series *Medicine Ball*, **Jensen Daggett** told members to ask co-star **Vencent Ventresca** about the time he fainted while preparing for his role as a hot-shot surgeon. Ventresca was observing a real-live face-lift at the time.

- When **Lynn Latham** and **Bernard Lechowick**, producers of prime-time dramas including *Knots Landing* and *Homefront*, joined EDRIVE sysop James Zanewicz to talk about new projects, the partners had been on the road separately for several weeks and logged on from different locations. For the first 10 minutes of the very public conference, Zanewicz had trouble keeping them



VR.5's Lori Singer and EDRIVE's Michael Bolanos chat with fans online in EDRIVE's NYC studio.

ARNOLD ADLER

from chatting back and forth about Hollywood gossip of their own.

- **Christie Brinkley** spent her birthday with People Online talking about her career and new husband from a sunny cyber-spot: the deck of her new home in Kauai, Hawaii.

- Talk about walking the walk: **Lori Singer**, who plays a computer genius in the sci-fi series *VR.5*, spent more than two hours in conference, chatting (and flirting) with an audience of more than 100 techie fans.

- When *Saturday Night Live's* **Al Franken** participated in Eliot Stein's online talk show, Stein Online, he did so from a PC in a friend's radio station in midtown Manhattan. It seems there wasn't a single modern Mac or Windows-running PC in the *SNL* offices for him to use.

- Singer **Tom Jones** met a self-described Elvis impersonator in conference, and when another member commented that Jones is the best singer ever and shouldn't have been hyped as a sex symbol, he replied: "No, I'm the best sex symbol ever and should never have been hyped as a singer!"

- When actor **Kadeem Hardison** of the movie *Panthers* joined the editors of *Premiere* for a conference in The Movie Zone, he had other things on his mind—namely, the Chicago Bulls–Charlotte Hornets NBA play-off game. His first comment to his audience: "Does anybody have TBS? What's the score?!" Members posted scores every few minutes.

- Speaking of pro basketball, the wild man of the San Antonio Spurs, **Dennis Rodman**, logged on between play-off games of his own to join members of People Online. Not surprisingly, more people asked about his trademark tattoos and the "ribbon" shape shaved into his hair than about the game itself. Rodman explained that when his hair was dyed red, it represented support for the struggle against AIDS; blue stood for the victims of the Oklahoma bombing.

- Diver **Greg Louganis** drew more than 400 people to his conference with People Online—at press time, the area's highest-attended. "Many were gay men who empathized with Louganis's struggle with AIDS," says sysop Mary Farrell of the audience, which included a housebound man fighting an AIDS-related illness. "It was touching and heartfelt."

—GG

To learn more about how to participate in an online conference, see "The Gift of Online Gab" on page 41 in the July issue of CompuServe Magazine, or GO OLT and select CompuServe Magazine. Under the option July, you'll find an ASCII version of the story.



phy takes time. I get that all out of the way online and have a great time learning about the issues that concern the people I want to work with."

Quezada says the section is so active with professionals, "there's no distinction between Hollywood and Section 12—most of the people there make movies." Regulars in the section include London-based *Roommates* director of photography Mike Southon, Oscar-winning *Pulp Fiction* co-writer Roger Avary, and screenwriter Steve Barancik, who admits he lurked in CompuServe's movie sections to "listen in on what people were saying" about his ac-

claimed first film, *The Last Seduction*. "Having a movie out was quite a novelty for me," he says. "It was nice to see people praise the film, even fun to see them rip it to shreds."

Quezada doesn't shred anybody, and instead provides guidance to newcomers and veterans alike ("What's the best light meter?" "Where can I register my screenplay?" "How do you arrange child care for a crew?"). Not surprisingly, he describes his section with a flair for the visual: "Browsing the messages in this section must be what art students and writers from America ex-

perienced when they went to Paris in the '30s and saw Hemingway, Renoir, or Picasso sitting at a sidewalk café discussing work, politics, and life."

FEATURE

In ShowbizMedia's new TV Zone Forum, *Grace Under Fire* producer Lee Aronsohn answered questions and talked up the show when it was a struggling new ABC sitcom, and Frank South and Chip Hayes, producers of *Melrose Place*, have been popular conference guests. "They've helped clear up confusion due to lost continuity when scenes had to be cut for time," says Brian Covault, who edits

Cast of Dozens: CompuServe's Entertainment Services

Are you miles from Hollywood, Texas, let alone the one in California? Fear not. With CompuServe you can access entertainment-related services that put you in touch with the latest news, knowledgeable fans, and actors, producers, and directors themselves. Following are descriptions of some of the most noteworthy entertainment areas.

Forums listed here are likely to contain multimedia such as sound and video clips and interactive press kits, GIF and JPEG images, production notes, reviews, and other informational text files in their libraries. Search forum libraries using the name of a celebrity, show, movie, production, etc., to find relevant files.

For a complete list of entertainment services, use the Find command with the keyword ENTERTAINMENT.

All-Movie Guide GO ALLMOVIE

Present-day box-office hits and classic titles from film's earliest era have entries in the All-Movie Guide, a searchable database of information on more than 50,000 films. Search by movie title, actor or actress, category, producer or director, genre, or AMG rating (films are judged on a five-star scale). The database is a work in progress; CompuServe members are welcome to contribute or correct information by leaving a message in the All-Music Guide Forum (GO AMGOP).

All-Music Guide Forum GO AMGOP

This serves as the companion forum to both the All-Music Guide (GO ALLMUSIC) and All-Movie Guide searchable databases; post messages here to offer contributions or provide additional information or corrections to existing data-

base entries. Members interested in reviewing for either guide can also leave messages in this forum.

Beck/Smith Exclusive GO BECK

Renowned Hollywood columnists Marilyn Beck and Stacy Jenel Smith take fans behind the scenes in the entertainment industry with an exclusive report five days a week. Beck and Smith bring you scoops on the stars, the TV and movie businesses, and the recording, publishing, and media beats. Also, leave questions for Beck and Smith in their section of the Entertainment Drive Forum (GO EDRIVE).



Entertainment Drive (EDRIVE) GO EDRIVE

An entertainment empire for the online community, EDRIVE provides a plethora of entertainment services accessible from this menu, including the Entertainment Drive, EDRIVE Movie, Youth Drive!, and Soap Opera forums; the Now Playing multimedia download area; and downloadable EDRIVE Movie Viewer software. See individual descriptions on this list for more information.

Entertainment Drive Forum GO EFORUM

The EDRIVE Forum gives you access to official information from studios, celebrities, and TV channels and shows. Entertainment professionals gather in a

private section called "Industry Canteen" (see the main EDRIVE menu for information on gaining access). Other sections include "Movie Central," "Disney," "Indie Films," "Theatre Row," "American Journal," "Dead Celebrities," "Multimedia Club," and more. Hollywood columnists Marilyn Beck and Stacy Jenel Smith take questions in their own section. Also, EFORUM often hosts celebrity guests such as actress Lori Singer and luxury-lifestyle aficionado Robin Leach.

EDRIVE Movie Forum GO MOVIES

See and hear your favorite movies via computer with downloads from this libraries-only forum, stocked with images, sound, video, and more. You'll find clips and pictures in sections such as "Drama," "Comedy," "Romance," "Thriller," "Mystery," "Fantasy/Sci-Fi," "Indies," "Oscars," and others. For discussion, visit the Entertainment Drive Forum (GO EFORUM).

EDRIVE Movie Viewer \$ GO VIEWER

Windows users can view QuickTime movies on their PCs by downloading this single-file, click-and-play Windows application. There is a \$14.95 download fee with no connect charges.

Hollywood Hotline GO HOLLYWOOD

Hollywood Hotline's main menu offers continually updated entertainment reports; movie, stage, and home-video reviews; an entertainment encyclopedia; TV and film ratings and celebrity interviews (choose HHL Features to access these); downloadable multimedia including GIFs and videos; a Showbiz Quiz; and



Placeman Report, a weekly online update of the show, whose readers are as far from Hollywood as Germany and Australia. "And they've given us some hints at what the future holds on the show."

"Producers of daytime dramas are particularly tuned into viewer preferences, since a bad story line or miscasting can mean lost ratings points in these continuing shows," says Don Devich, a contributor to *People Weekly's 1995 Entertainment Almanac* and sysop of the Showbiz and TV Zone forums. *Soap Opera Update* magazine maintains a regular presence in the area, which Devich says reports viewer reactions

to networks and sponsors.

"I frankly can't imagine us doing a show now that didn't have an online feedback component," says MCA's Siegel. "It's just a part of it now."



The Future

As Bolanos notes, EDRIVE and the other online entertainment areas are beginning to function a lot like networks in and of themselves. (In fact, Bolanos recently

sealed a deal that will bring original and classic content from the Turner Entertainment Group to EDRIVE library sections.) They have become so sophisticated in terms of content, the word "forum" may become outdated. Perhaps the word "station" is more appropriate? After all, EDRIVE has its own savvy, independent production and marketing staff and is competing not just with other online commercial services but with magazines and television for the industry's attention. Regardless of what they're called, CompuServe's entertainment services—especially coming on the heels of an amazing

access to the Stein Online talk show and the ShowbizMedia Forum. See individual descriptions of the latter three for more information.

Hollywood Online Forum GO FLICKS

Movie-mad members should visit this forum, run by Hollywood Online, for the latest news about recent and upcoming films. Film critics meet in the "Film Scouts" section; film-industry jobs wanted or offered are posted in the "Hollywood Online Film Village" section. Other sections cover movie talk, classic and foreign films, documentaries, filmmakers, screenwriters, science fiction, action/adventure, comedy, drama, and more. Also, qualify to win free connect time by answering a daily trivia question posted in the section "Movie Quiz."

Magill's Survey of Cinema \$ GO MAGILL

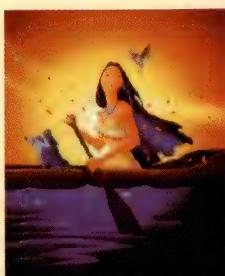
Search for in-depth articles on more than 30,000 films dating back as far as 1902. Information given for each film includes the title, release date, country of release, cast, credits, Motion Picture Association of America rating, running time, references to reviews, and production studio. Some also include plot descriptions and a summary of significant influences on the film.

Movie Reviews GO MOVIES

This main menu provides a single access point for several movie-review offerings. Find out what Hollywood Hotline and Roger Ebert have to say about movies you want to see, search Magill's Survey of Cinema, and access Entertainment Drive and the ShowbizMedia and Hollywood Online forums.

The Movie Zone GO PREMIERE

Visit The Movie Zone, *Premiere* magazine's online area, for a mix of silver-screen services. Access the magazine's content; filmographies; photos and sound and video clips; a guide to recommended films, books, CDs, and more; news about film festivals; and the Movie Zone Schmoozing Forum to rub elbows with people who make movies and *Premiere* journalists. Plus, check the Live Conference Schedule to find out which movie personalities are next in line to take your questions.



EDRIVE Forum, POCA.GIF

area. Features change on a regular basis to reflect the newest titles. Scenes from *Pocahontas*, *Interview With the Vampire*, *Baywatch*, and the O. J. Simpson trial are just a few of those offered here recently. For pictures and background information on favorite shows, browse the libraries of the Entertainment Drive and EDRIVE Movie forums (GO EFORUM and GO EMOVIES).

People Online GO PEOPLE

People magazine has long been a leader in rock-solid reporting about celebrities.

In the magazine's online domain, you can see pictures and read text from current and past issues, get daily scoops via People Daily, join the magazine's editors and reporters in the People Forum, peek at pictures of the famous in a Photo Gallery, access Picks & Pans, and more. *People* often hosts conferences with celebrities (past guests include supermodel Kathy Ireland, singer Tom Jones, and author Jackie Collins). Watch the forum's News Flash for alerts.

Reuters/Variety Entertainment GO RTVARIETY

Global entertainment reports from Reuters and *Variety* magazine are available via this news wire. Titles at press time included "Hollywood Mourns Legendary Actress Ginger Rogers" and "Hollywood's Interest in Vietnam Fading." The complete Reuters/Variety service offering consumer and industry entertainment news can be added to personal clipping folders in the Executive News Service (GO ENS), which carries a \$15-per-hour surcharge.

Roger Ebert's Movie Reviews GO EBERT

Does your favorite movie get a thumbs-up from film critic Roger Ebert? Find out how he rates it in this movie-info extravaganza, chock-full of helpful information. From this menu you can access Ebert's most recent and past reviews, his interviews with the likes of Warren Beatty and Oliver Stone, his essays and news on topics from Tom Hanks to Pizza Hut stuffed-crust commercials, a glossary of movie terms, his 10 best films of the year, what's new on home video and disc, and information on locating hard-to-find films and

Continued on p. 22

last year—are now expected to unveil even bigger and better promotions and technology.

"We've mastered the technical details in terms of how to get files into this format, how to get them cross-promoted to consumers," says Bolanos. "Now we'll see more depth of coverage." EDRIVE is working on an enhanced version of its native movie viewer, called QuickTime VR, which he says will give viewers three-dimensional depth as well as better compression and a more stable picture. The content of those clips will change, too, from postpro-

duction scenes to, Bolanos hopes, original behind-the-scenes footage shot by EDRIVE staffers.

Eliot Stein, who was gathering multimedia goodies for fans online before anyone else, says download times will dramatically decrease as CompuServe allows faster and faster modem speeds. "Within two years," he predicts, "I see being able to download an Aerosmith song in five minutes." And speeds like that, he says, will "open up a whole new viable distribution market for everything from television shows to independent films. Online ser-

vices will become major distribution routes for things from TV to music to films. It's coming. It's going to change patterns." In the meantime, his ShowbizMedia areas continue to grow and split off new forums, such as the high-traffic TV Zone.

And the popularity of TV Zone, says Devich, can be applied to online entertainment areas in general. "Whether it's laughing together again at a choice moment on last night's sitcom or making an emotional connection about a moment from that low-rated but excellent program that speaks right to us, it's interaction that makes watching all the more fun."

FEATURE

how to attend a film festival. You can send questions to the Movie Answer Man and find out how to contact Ebert in his section of the ShowbizMedia Forum.

SF/Fantasy Media Forum GO SFMEDIA

Industry insiders commune with sci-fi savants, sharing opinions, news, and reviews of the latest in science fiction/fantasy/horror for TV, radio, and the big screen. Programs with devoted sections include *Star Trek*, *Star Wars*, *Doctor Who*, *Babylon 5*, *The X-Files*, *Mystery Science Theatre 3000*, *Quantum Leap*, and *seaQuest DSV*. British science fiction and cable TV's Sci-Fi Channel also have a place in the forum.

ShowbizMedia Forum GO SHOWBIZ

The first entertainment forum on CompuServe, the ShowbizMedia Forum serves as a hub for movie- and theatergoers and would-be screenwriters. Screenwriters have their own section. Also, talk about recent and upcoming films, celebrities, foreign films, Hollywood classics, directors, cult movies, stage and radio theater, comedy, trivia, and more. Plus, interact with film critic Roger Ebert in his own section.

Showbiz Quiz GO SBO

Test your knowledge of the movies, TV, and the stars with a multiple-choice Showbiz I.Q. Quiz and a number of others focused on *Star Trek*, *Gone With the Wind*, *Star Wars*, *The Wizard of Oz*, *The Twilight Zone*, *The Three Stooges*, Frank Sinatra, Judy Garland, Clint Eastwood, John Wayne, and the Rolling Stones.

Soap Opera Forum GO SOAPFORUM

Daytime and nighttime soaps get due attention in this Entertainment Drive-sponsored forum. *Soap Opera Weekly*

assistant editor Jonathan Reiner answers questions in his "Ask Jonathan" section. You can also get the scoop in sections covering *ER*, *Chicago Hope*, *Melrose Place*, *Beverly Hills 90210*, *Sisters*, *All My Children*, *Another World*, *As the World Turns*, *The Young & the Restless*, and other popular soaps. Other sections focus on fan clubs and international soaps.

Soap Opera Summaries GO SOAPS

Read daily summaries of daytime soaps such as *All My Children* and *Guiding Light* and summaries of prime-time soaps such as *Melrose Place*. Also, get a sneak peek at next week's sagas, find out how to write the studios, and access Entertainment Drive's Soap Opera Forum.

Starpix GO STARPIX

Access classic TV commercials and TV and movie photos, videos, sound clips, and background information from this download area sponsored by the ShowbizMedia Forum. The area's featured files are always changing, so visit often to catch the newest offerings. At press time, members could download files highlighting the Beatles and Hollywood's beautiful women.

Stein Online Talk Show GO STEIN

The first online talk show, Stein Online is hosted by radio personality Eliot Stein and brings you conferences with big names in entertainment, experts, authors, and other interesting people. Guests have ranged from entertainers (including comedian Dennis Miller and actor Ed Asner) to names in the news (such as former hostage Terry Anderson and political figure Oliver North).

TV Zone Forum GO TVZONE

If there's a TV show you're "mad about," don't be (NYPD) "blue"; join the TV Zone Forum to make "friends" with other fans. Forum talk and files run the gamut from sitcoms and comedy to trivia, game shows, cult TV, science fiction, late-night and talk shows, stars, prime-time hits, prime-time soaps, soap chat and soap-opera updates, cable, commercials, TV production, and more.

UK Entertainment Reviews GO UKREVIEWS

Access reviews of film, theater, books, and videos currently popular in the United Kingdom, as well as previews of U.K. soaps. Categories provide ratings and reviews of the top 10 films, books, and videos, updated weekly; ratings and reviews of 20 of the top theater shows; and news of what's to come in such soaps as *East Enders* and *Brookside*.



Youth Drive! Forum GO YDRIVE

Generation Y talks entertainment in the Youth Drive! Forum, sponsored by Entertainment Drive. Most of the sysops are kids and teens ages 11 through 16. Join them in discussions about TV, movies, videos, art and theater, cartoons, music and bands, computer games, sports, and more.

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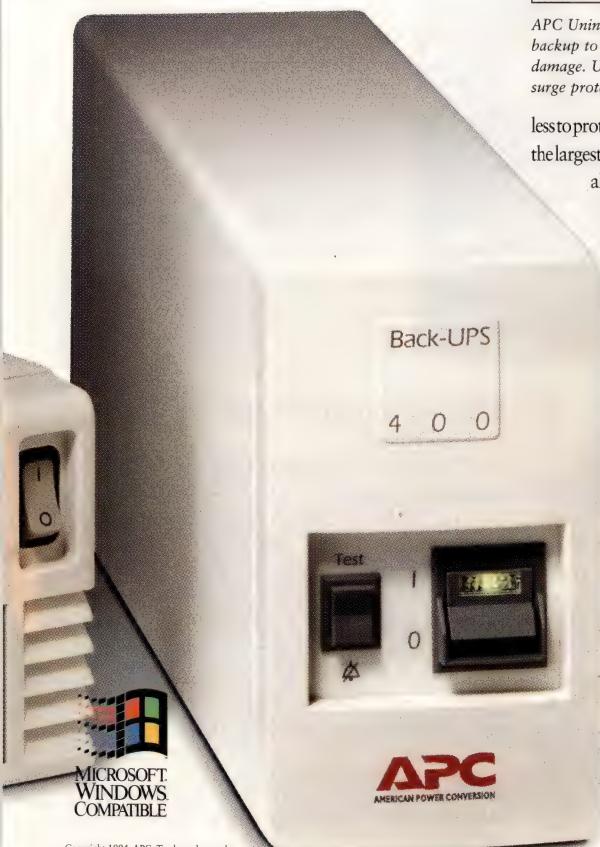
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CompuServe's Software Support

If you're using CIM or Navigator products, visit the free forums that help answer your questions.

Chances are if you're a CompuServe member, you own at least one piece of software developed by the company. Since the offline reader MacNav was introduced in 1987, CompuServe Inc. has rolled out a number of software packages, including the CIM interface product line; the offline reader CompuServe Navigator for Windows; four smaller software applications (two messaging applications, a Filing Cabinet copy utility, and an interface for GEOS); and *CompuServeCD*, a multimedia companion to the Service. Most recently, CompuServe and Spry announced the jointly developed CompuServe NetLauncher for Windows, a World Wide Web access package including Spry's Mosaic browser, the CompuServe Internet Dialer, and an image-viewing utility called Image View.

Like users of commercial software, users of these CompuServe-created packages need to know where to turn for information and support. Whether you're curious about an upcoming release, want to make a suggestion, or need technical assistance, help is available in several CompuServe support forums, run by CompuServe employees. Following are descriptions of these forums.

Some things to keep in mind when you visit: Before posting a message, browse message threads and libraries to see if your question has already been answered on the message boards or in a file. Check the forum's News Flash for news of recently uploaded fixes, files, and other helpful information. Post your message to SYSOP in the appropriate forum and in the section that most closely addresses your topic or need. Provide as much information as possible about the computer system you're using, the problem, and what you're trying to accomplish. And don't be surprised if another member comes to your aid. Experienced members often make themselves available as expert resources. Questions are generally answered within 24 to 48 hours, depending on the amount of message traffic in the fo-

rum. Finally, note that not all library files are uploaded by CompuServe staff. Sysop-uploaded files are generally noted as such in file abstracts.

support forums with installing and upgrading CIM; CIM problems relating to modems, forums, e-mail, and printing; terminal-emulation questions; and how to use CIM when logging on through a non-CompuServe network. Specific sections also cover German- and French-language CIM releases.

The forums' libraries offer answers to frequently asked questions, CIM sound files in several languages, and utilities that do such things as import CompuServe stock quotes into Quicken.

Note that users of WinCIM, which has two support forums, should direct "how to" questions such as how to install or upgrade, how to create and send e-mail, or how to upload or download a file to the WinCIM General Support Forum. The WinCIM Technical Support Forum, on the other hand, addresses technical issues such as configuring hardware, using the WinCIM Filing Cabinet, or printing problems.

WinCIM, MacCIM, CIM for OS/2, and DOSCIM also have separate download areas complete with an introduction to the software, a list of version requirements and features, and a chance to download or order the latest version. Access to the appropriate CIM support forum is available from the download menu. To visit these download areas, GO WCIMSOFT, GO MCIMSOFT, GO OCIMSOFT, and GO DCIMSOFT.

KAREN STOLPER

CIM Support Forums:

- DOSCIM Support Forum (GO DCIMSUP)**
- MacCIM Support Forum (GO MCIMSUP)**
- CIM for OS/2 Support Forum (GO OCIMSUP)**
- WinCIM General Support Forum (GO WCIMGE)**
- WinCIM Technical Support Forum (GO WCIMTE)**

Visit the CIM forum for your platform to get troubleshooting help, instructions, hints, tips, and other information about new and upcoming releases from CompuServe technical-support staff.

CIM support forums have a "Common Solutions" section for frequently asked questions. Often, message threads providing a description of a problem and the solution are left in the section for other members to read, making it a good place to start when looking for help. You can also get help in the CIM

CIS Kundendienst Forum GO CISHILFE

This overall support area for German-speaking members is a CIM support forum, CompuServe Navigator support forum, and new-member forum combined. Customer Service representatives from CompuServe's Munich office answer members' questions about CIM and using CompuServe Mail, databases, news services, modems, and CompuServe access to the Internet. There are also sections for suggestions, ideas, and general problems users may experience with

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logging onto the Service. The focus is on German-language versions of CIM, but members can ask about the English versions as well.

The libraries offer CompuServe press releases in German, troubleshooting files, instructions, tips, and answers to frequently asked questions.

CompuServe Applications Forum

GO CSAPPS

Currently, four software applications are supported in this forum: the Filing Cabinet Copy Utility (also known as FCCopy), CompuServe for GEOS, CompuServe MS Mail Driver, and CompuServe Mail for Powertalk. FCCopy is a stand-alone Windows utility that lets users back up all or parts of the Filing Cabinet in DOSCIM, WinCIM, or the Windows version of Navigator. The CompuServe for GEOS interface allows users of GEOS-based PDAs such as the Tandy Z-PDA to access CompuServe news, stock quotes, weather, and Mail. CompuServe MS Mail Driver allows users to send messages created in the Microsoft Mail integrated-messaging system via CompuServe Mail. CompuServe Mail for Powertalk gives the same ability to users of Apple Powertalk in System 7.1.1 and higher. Integrated messaging allows users to keep one system-wide address book and message-creation program.

In the forum, each application has a dedicated message section and library. In the message sections, sysops offer help and information about using the applications. The libraries contain application descriptions and system requirements, common questions and answers, and utilities for use with the software.

Also, each application has its own download area that provides an introduction to the software, hardware and software requirements, a chance to download the latest version, and access to the forum. To reach these download areas, GO FCCOPY, GO CS4GEOS, GO MAPI (the MS Mail Driver menu), and GO PTALK.

CompuServeCD Forum

GO CCDSUP

CompuServeCD is a CD multimedia companion to the Information Service offering sound, graphics, and video. Subscribers gather in the forum to discuss the CD's contents and get help with technical problems in running the disc. The major advantage of the forum is the chance to make suggestions for future issues.

Like the CIM support forums, this forum has a "Common Solutions" section for answering frequently asked questions, such as how to access CompuServeCD sound and video clips. Other sections cover general

questions, installation, drives/hardware, modems/connectivity, and the various departments on the CD such as Technology, Arts/Entertainment, Home/Leisure, and Personal Enterprise.

The forum's libraries contain frequently-asked-questions files describing the most common problems and solutions, and member-supplied CD audio players and utilities.

The CompuServeCD Forum has a main menu providing access to the forum, basic information about the CD, a list of system requirements, and the chance to subscribe or order. To reach this menu, GO CCD.

CompuServe Navigator Support Forums:

CSNav-Win Support Forum (GO WCSNAVSUP)

MacNav Support Forum (GO MNAVSUPPORT)

These two forums support the automatic-navigation programs CompuServe Navigator for Windows (CSNav-Win) and CompuServe Navigator for Macintosh (MacNav), respectively. CompuServe Navigator automatically logs onto the Information Service and retrieves requested information that the user can read offline. Navigator currently accesses forums, Mail, stock quotes, most menus and articles, and the CompuServe Phones Database, which lists access numbers for locations throughout the world.

In the MacNav Support Forum, sysops answer Nav-related questions about forums, e-mail, manual mode, scripts, session parameters, hardware, and modems. Users offer suggestions and report problems in sections devoted to those topics.

The CSNav-Win Support Forum has a "Common Solutions" message section that addresses frequently asked questions, such as what to do when log-on is denied and how to change your name in a forum when using

Navigator. Other sections in the forum cover installation, upgrades, hardware, scripts, e-mail, the Filing Cabinet, using CSNav with Scheduler (a built-in application that launches and runs Navigator at specified times), Navigator sessions, and more.

The libraries in both forums contain frequently-asked-questions files, version notes for new releases, sample scripts to perform tasks such as retrieving weather reports and connecting to CompuServe via non-CompuServe networks, hints and tips, and updaters.

Beyond the forums, MacNav and CSNav-Win each has its own download area which offers an introduction to the software, a list of version requirements and features, the latest program version, and access to the appropriate Navigator support forum. To reach these areas, GO MACNAV and GO CSNAV. Note that in order to download updated versions of MacNav, you must be a registered

user. Also, to order MacNav and CSNav kits online, GO ORDER.

NetLauncher Support Forum

GO NLSUPPORT

This forum provides support for users of CompuServe's Internet Services and the software used to access them, including CompuServe NetLauncher for Windows. Sections are devoted to the CompuServe Internet Dialer and Mosaic (both of which are included in NetLauncher), FTP, Usenet newsgroups, outbound and inbound Telnet access with CIM, Point-to-Point Protocol, and Internet mail. Users can find answers to frequently addressed topics in a "Common Solutions" section.

Library files address frequently asked questions and give instructions on how to use the Internet services and software. For example, a FAQ file on FTP includes mentions of interesting sites and tips on use. Others tell how to configure a Macintosh for use with CompuServe's PPP access, complete with screen shots of configuration dialogs, and how to use CompuServe's outbound Telnet service.

The NetLauncher main menu offers an introduction to the software, a list of system requirements, an explanation of program features, a download option, and access to the NetLauncher Support Forum. To reach this menu, GO NETLAUNCHER.

Help Database

Forums aren't the only place to find help with CompuServe software. The new Customer Service Help Database (GO CSHELP), an online searchable database of CompuServe Customer Service information, gives you access to the same documents Customer Service reps use when answering members' questions. Search for information by keywords (specified words are matched to words in a document's title), full text (specified words are matched to words in a document's text), or by document number. A full-text search for the word CIM turns up 18 documents addressing topics from beginner (how to read forum messages and change your password using CIM) to advanced (how to use CIM with extended characters found in non-English languages). If you don't find what you need, you can choose the option I Need More Help: Write to Customer Service, displayed on the database search menu.

Instructions on how to use the Customer Service Help Database are provided on the database's main menu under Option 2, How to Search the Database.

New Computing Vendors

Many more computer hardware and software vendors have joined CompuServe in recent months, opening their own forum or joining the ranks of a multiple-vendor forum. Like vendor forums you may already be familiar with, these companies offer customer support in message sections as well as information about new products, demonstration versions of software, utilities, patch and help files, and other useful downloads in one or more libraries.

A list of all vendors (computing and otherwise) maintaining a CompuServe presence can be obtained by downloading the file FORUMS.LST from Library 16, "TAPNEWS/Fact File," of the TAPCIS Forum (GO TAPCIS). The Support Directory (GO SUPPORT) is an easy way to locate a specific vendor; simply search by Company Name and enter the vendor's name.

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WHERE Do YOU Go?

IBM PCs and Compatibles

DESCRIPTION	GO	SECTION	PRODUCTS
New Forums			
Borland Delphi Forum	DELPHI		Delphi development software
Starfish Software Forum	SIMPLIFY		Sidekick, Dashboard
IBM PS/1 & Aptiva Forum	IBMPSP1		Aptiva PCs, AptivaWare
IBM VoiceType Forum	VOICETYPE		VoiceType Dictation
Sierra On-Line Forum	GAM-589		Lode Runner, King's Quest VII
New Vendors			
ASBC/DesignCAD	CADDVEN	23	DesignCAD 3D, BasicCAD
Artic Software	MIDIDVEN	16	MIDI Cool Tools
Baseline Data	WINAPC	20	Office Accelerator
Beame & Whiteside	WINETA	10	BW-Connect NFS
BOS	PCVENK	13	BOSaNOVA Access, BOSprint
Boxer Software	PCVENI	3	Boxer Text Editor
CANTAX	PCVENK	15	CanTax
Canyon Software	WINAPG	4	Drag and View Gold, Drag and Zip
CarbonCopy	PCVENJ	3	Carbon Copy Plus
Choice Medical	PCVENH	16	RSVP
Colorado Memory Systems	PCVENF	11	Colorado Backup, cartridge tape drives
Dendronic Decisions	WINAPF	18	Atree
ElfRing Soft Fonts	DTPBVEN	19	TopFonts, TRS Download
EMD Enterprises	PCVENH	5	EMD Armor Plus
Ergo Computing	WINETA	6	PowerBrick
FaxTalk	WINAPB	19	Fax Talk for DOS
Faxworks/Globalvii	PCVENG	4	FaxWorks Lite, FaxWorks Pro
Felsina Software	WINETA	11	A-Talk for Windows
Gamma Productions	WINAPG	11	Gamma Unitype International
GeneXus	PCVENC	19	GeneXus
GFI Fax & Voice	PCVENC	18	Faxmaker for Networks
Globalink/MicroTac	PCVENJ	15	Language Assistant for Windows
HawkNet	WINETA	5	Net Tune Pro, Net Report
Headgate	WINAPG	22	PentaCalc Pro
Lifeboat Publishing	PCVENG	1	WinWidgets
Lion Optics	CDVENB	14	XC external SCSI, CD-ROM drives
Logic Works	WINAPE	19	ERWin/ERX, BPWin
MediaTriX	MIDIDVEN	11	AudioTrix Pro
Mijenix Corporation	WINAPC	18	WizManager Pro
NeoSoft Corporation	PCVENK	16	NeoPaint, NeoBook, NeoShow
Nestor Inc.	WINAPC	22	OmniTools, NestorReader
Number Nine Visual Tech	GRVENC	9	Hawkeye for Windows
Optus	WINETA	3	PhotoMorph 2 for Windows
Parallel Tech	WINETA	9	Direct Cable Connection
Patton & Patton	PCVEND	3	Flow Charting 4 for Windows
PC Developer	PACVEN	15	FaxMail for Windows, FaxModem Wizard
Pinpoint Publishing	WINAPC	21	Micro Cookbook for Windows
Reply Corporation	PCVENC	8	Reference Diskette

IBM PCs and Compatibles

DESCRIPTION	GO	SECTION	PRODUCTS
Road Scholar Rockwell Software	WINAPD WINAPF	17 8	City Streets, Razzle Dazzle 3-D Control Guardian, WINtelligent series
Sentfactor Silvon Software Sinper Corporation	GRVENC PCVENJ PCVENI	14 11 11	Animator, Paint, Morph SalesTracker, SDM/IM Perspectives, Spreadsheet Connector
SoftDesign Solid Oak Software Springsoft	WINAPE WINAPA WINAPA	20 18 8	RipTABS, RipBAR Pro, RipSPACE Disk Historian, File Sentry Pro Time & Chaos, Landscape Explorer
TEAM Software TELEMATE TERMINATE SerWiz	WINAPD PCVEND PCVENC	18 7 13	Channels 1.1 Telemate, Fraud Fighter Terminate Mail System
Three D Graphics Timex Corporation TommySoftware	WINAPG WINAPG CADDVEN	3 9 22	Presentation Graphics SDK Timex DataLink TekIllustrator, CAD/DRAW
Trax SoftWorks Viacom New Media Visible Systems Visionetics Watermark Software	CADDVEN WINETA WINAPA WINAPA MULTICVEN WINAPE	7 16 19 6 18	TeamTalk Uninvited, Shadowgate Visible Analyst Workbench MPEG Master, VIGA Genlock+ Fax Router, Professional Edition

Macintosh

DESCRIPTION	GO	SECTION	PRODUCTS
New Vendors			
Atomic Software	NEWTVEN	7	NotePak, AlarmPak
Ambrosia Software	MACDVEN	19	Maelstrom, FlashWrite, Eclipse
Avalon Engineering	NEWTVEN	3	PresenterPad, SlideLink
Black Labs Inc.	NEWTVEN	9	CIS Retriever
Casady & Greene	MACCVEN	15	Conflict Catcher, GliderPRO
Charles River Anal.	MACDVEN	18	Open Sesame!
Creative Digital	NEWTVEN	2	ViewFrame, NewtRTFM, Graffiti
Ex Machina, Inc.	NEWTVEN	6	PocketCall
ikon Systems	MACBVEN	16	Form*Z
InTec Software	MACDVEN	20	ProTerm Mac
Pierian Spring	MACDVEN	21	Digital Chisel
Playmaker Inc.	MACBVEN	18	PlayMaker Football
Nomadic Technologies	NEWTVEN	4	Accountable
Pelicanware	NEWTVEN	5	QuickFigure Lite, QuickFigure Pro

OS/2

DESCRIPTION	GO	SECTION	PRODUCTS
New Vendors			
JBA	OS2AVEN	13	Guidelines
MSR Development	OS2BVEN	7	BackMaster
SoftTouch Systems	OS2BVEN	12	GammaTech Utilities

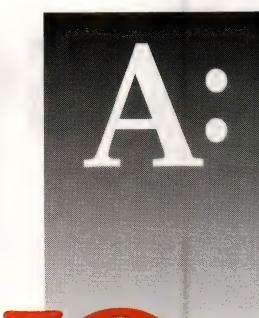
Amiga

DESCRIPTION	GO	SECTION	PRODUCTS
New Vendors			
Eagle Tree Software	AMIGAVEN	18	Helm multimedia authoring
InnoVision	AMIGAVEN	16	Alpha Paint, Broadcast Titler
Intelligent Designs	AMIGAVEN	19	Ami Back, TapeWorm

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New Computing Vendors

Multi-Platform or Others

DESCRIPTION	GO	SECTION	PRODUCTS
New Forums			
Adaptec Forum	ADAPTEC		NIOBE, networking ATM adapters
Adobe Applications Forum	ADOBEA		PhotoShop, PageMaker, Acrobat
AirData Forum	AIRDATA		Cellular DigitalPacket Data service
Bay Networks Forum	BAYNETWORKS		Access Stack Node, Lattis System 5000
Deutsches CA-VO Forum	VOGER		CA-Visual Objects, CA-Realizer
DMV Verlag Forum	DMVGER		PC Anwender, other German magazines
Duke Communications Forum	NEWS3X400		NEWS 3X/400 technical magazine
Fuji Photo Film USA Forum	FUJI		Electronic imaging products
General Magic Forum	MAGIC		Magic Cap wireless environment
Intuit Personal Tax Forum	CHIPSOFT		Personal/1040, Pro Series/1040
Jerry's World Forum	JWORLD		Typefaces, clip art, sound effects
Microtest Forum	MICROTEST		LAN hardware and software
OpenDoc Forum	OPENDOC		OpenDoc object/document environment
Quark Online Users Forum	QUARK		QuarkXPress, XTensions
Seagate Forum	SEAGATE		Marathon, other hard-disk drives
Wireless Comms. Forum	WIRELESS		ARDIS Personal Messaging, others
WordPerfect Magazine Forum	WPMAGFORUM		WordPerfect Magazine
New Vendors			
AppDev Training	COMPB	10	Application-development training
BETACORP	CDVENB	4	Multimedia Space Explorer
Caligari	GRVENC	8	trueSpace, trueClips CD
CeQuadrat	CDVENB	14	VideoPack for Windows, WinOnCD
Elektroson	CDVENB	15	GEAR Express

Multi-Platform or Others

DESCRIPTION	GO	SECTION	PRODUCTS
Extensions Software	NVENB	18	x-WARE3, x-OUT4, x-FONE4
Future Systems Inc.	CDVEN	4	Multimedia Monitor newsletter
Future Vision Mult.	CDVEN	8	InfoPedia, Me and My World
GeneralMusic	MIDIDVEN	15	GeneralMusic users group
Handmade Software	GRVENC	10	Image Alchemy
HSC Software	GUGRPA	11	Kai's Power Tools, KPT Bryce
HyperBole Studios	CDVENA	11	The Vortex, The Madness of Roland
Information Sources	MULTICVEN	14	indelibleNews! newsletter
Digital Libraries	MULTICVEN	15	Interpedia World Wide Web project
Maris Multimedia	CDVEN	10	RedShift Multimedia Astronomy
Nikon	IMAGAVEN	2	CoolScan, CoolPrint
Palindrome	NVENB	9	Backup Director, Network Archivist
Pegasus Imaging	GRVENC	12	PICPress, ColorView, TIFView
Polaroid	IMAGAVEN	3	SprintScan, PolaView, Digital Palette
ProTech	CDVENA	15	Wild South Birds of New Zealand
Ricoh Corporation	CDVENB	12	CD-R recordable CD-ROM media devices
RTIS	CDVENB	5	OptWare, Reed Interactive CD-ROMs
Shiva Corporation	LANVEN	20	DialOut, LanRover, NetManager
SysKonnecT	LANVEN	22	FDDI Station Management
TAP Music Systems	MIDIBVEN	15	PianoWorks, Nightengale
Tobit Software	NVENB	19	FaxWare, TechBase, UPSide
Trident Software	MULTICVEN	7	ArtScreens
TurboCAD	CADDVEN	17	TurboCAD for Windows
Typestream	DTPBVEN	16	PostScript typesetting services
UnixWare Tech Group	NVENA	18	UnixWare operating system
Visionary Media	ANVENA	9	The Futurians, Trolls' Bridges

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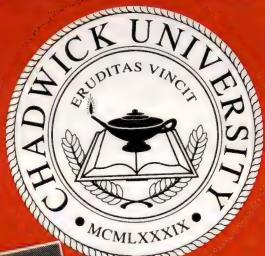
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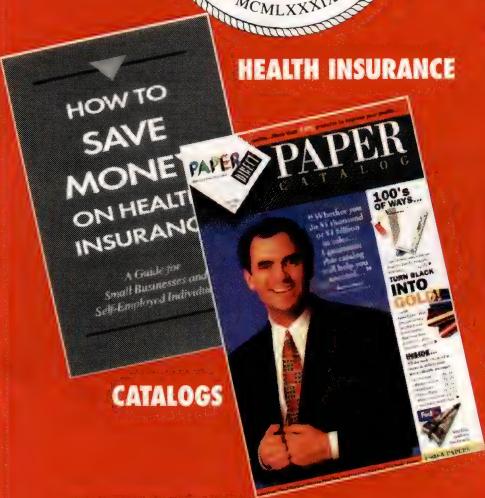
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by Howard Rothman



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CNN Business Forum
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The CNN Business Forum hooks you up with the news channel's anchors, reporters, and guests.

For years, a relatively small portion of television news was devoted to day-to-day business happenings. Economics and finance generally took the backseat to politics, sports, entertainment, and other so-called sexier subjects. Then Ted Turner's Cable News Network came along and changed everything. Today, a significant portion of CNN's news day is devoted to reporting the trends and personalities that influence the world market. Now, CNN is taking its business coverage one step further, combining its well-connected producers and reporters with the unique interactive qualities of online service. The result: a cyber-bureau designed to help members understand, and interact with, the forces driving the day's top stories.

Launched in late March, the CNN Business Forum is the worldwide cable news giant's online channel for statistical and analytical news and views on business, finance, and the economy. Daily News Flashes summarize the day's top breaking stories, and li-

braries stock various program transcripts, trend reports, investment tips, and explanatory graphics. Real-time conferences feature industry leaders and CNN anchors, reporters, and producers, and message boards encourage a personal exchange of informa-

MANAGING WITH LOU DOBBS

tion while providing members an easy link to the staff of CNN's award-winning business programs such as *Inside Business*, *World Business*, and *Business Asia*.

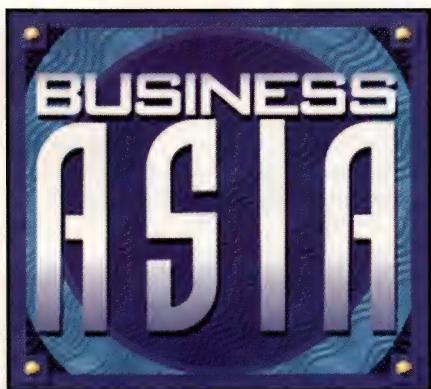
"Our goal is to become the one-stop business forum," says sysop Eric Engleman, a CNN associate producer who previously worked on the network's *Business Asia* and

Colorado-based writer Howard Rothman's newest book, All That Once Was Good: Inside America's National Pastime, was released in July by Pendleton Clay Publishers.

CNN's award-winning business journalism team (from top, left to right): Kelli Arena, Lou Dobbs, Jan Hopkins, Myron Kandell, Terry Keenan, Deborah Marchini, Kitty Pilgrim, Beverly Schuch, Stuart Varney, and Steve Young.

Business Update shows. "We're putting our resources together with our point of view and making the resultant information available to CompuServe members on a 24-hour basis."

In addition, Engleman emphasizes, CNN producers look to the forum for constructive feedback on recent broadcasts and thoughtful ideas for future shows. CNN's award-



winning business journalists, and the technical teams responsible for putting their shows on the air, follow member postings using a bank of computer terminals located in the heart of the business operation in CNN's New York offices.

"One of the reasons we're excited about this is it gives us better and more direct contact with an important portion of our audience: people already using the technology of the future," says veteran anchor Lou Dobbs. The forum meshes perfectly with the overall goal of CNN Online, which the company describes as a comprehensive package of related services designed "to provide unprecedented two-way communication with the network's 150 million worldwide viewers and the people making the news." Adds Harry Motro, CNN's vice president of interactive and new business development: "CNN has always been a company that seeks new and creative ways to meet the information needs of our viewers. Through CNN Online, news-hungry people have a place to turn to become better informed and even involved in a story which they care about." (See "CNN's Other Areas," p. 33, for a description of CNN's other online offerings.)

To be sure, many of the messages posted by members in the CNN Business Forum contain personal comments for on-air personalities such as Dobbs, and others offer

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Fidelity	46.50	101.00	123.10
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story ideas. And, as in most CompuServe forums, some messages are posted for conversation's sake, bringing together like-minded members from all over the world. Recent threads have ranged from debate on the principles of Total Quality Management to an announcement of an upcoming trade meeting for entrepreneurs. "I found the CNN Business Forum by chance only two weeks after I joined CompuServe," says Stefan Wollny, a banking student at

Bundesbank College in Frankfurt, Germany. "I like the idea of getting in contact with people who are in finance and banking."

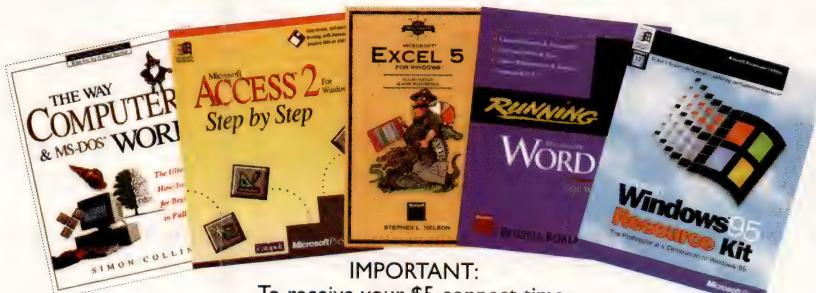
To facilitate such interaction and simultaneously provide members with timely, original information, CNN Business sysops plan to take full advantage of the forum's real-time chat capabilities. Reporters including senior business-news correspondent Steve Young, a regular on several shows in-

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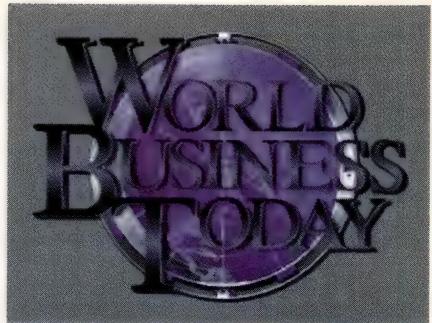


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cluding *Moneyline* and *World Business Today*, log on periodically in Conference Room 1, The Board Room, for live discussions that are shaped entirely by participants' questions. Such meetings are announced in the forum News Flash, and many are noted in CompuServe's daily general What's New notice.

The CNN Business Forum's libraries, like its message sections, merge universal business stats with coverage unique to CNN. A quick look at the day's major financial happenings is uploaded in Library 2, "Top Stories"; closing numbers from the key New York markets (Dow Jones, NYSE, Nasdaq, Amex, currencies, and more) are posted daily in Library 1, "The Closing Bell." Several shows have been assigned their own library sections, and another, "Interviews," features transcripts from various programs. Member contributions, contact information, conference transcripts, computer utilities—even CNN graphics and anchor photos—are also available for downloading.

"I like being able to call up articles, tips, and show transcripts specific to my individual business interests and needs," says Jonathan Bernstein, a public-relations consultant based in Arcadia, California, who specializes in the mature market and issues management. Material such as a *Your Money* transcript by Terry Keenan titled "Personality Shows How Comfortably You Can Retire," Bernstein explains, helps him bolster the reference files that keep him on top of his information-driven profession without stepping outside the door of his at-home office. (The file is available in Library 4, "Your Money," as RETIRE.TXT.)

"I download anything that looks relevant to my specialties and anything related to a current client or one of my important business contacts," Bernstein says. "Nothing impresses a client or business contact more than faxing him something I've captured online. It communicates that I'm operating on the leading edge of my profession." ■

MONEYLINE
with LOU DOBBS

On the Menu: CNN's Other Areas

CNN Online's (GO CNNONLINE) enhanced main menu provides CompuServe members easy access to an array of news-related services that complement the 15-year-old cable network's on-air broadcasts. Bulletins, transcripts, video and sound clips, and real-time discussions featuring newsmakers, CNN journalists, and interested observers from around the world can be found at several locations. Among them:

CNN Forum (GO CNNFORUM)

This is the central interactive gathering spot for CNN fans and news junkies alike. Message sections give members a place to discuss major events and breaking stories—even as they happen—along with other subjects, from sports to science. Library files contain transcripts of important stories and interviews recently aired on CNN. Conference rooms regularly host live gatherings that directly connect newsmakers and CNN staffers with forum members, as well as provide an online meeting spot where members can mingle around the clock for spontaneous debate on issues of the day.

TalkBack Live Forum (GO TALK-



Your key to current business news: CNN Online.

BACK)—This is a key component of the online world's first daily interactive talk show, an hourlong "town-hall meeting" hosted by Susan Rook each weekday at 1 P.M. ET (but held during lunch recess of the O. J. Simpson trial for the duration of those court proceedings). A question of the day elicits posts—both to dedicated message boards and to a live online conference—that are then incorporated into a live television program aired simultaneously on CNN. Transcripts, related research documents, and bios of *TalkBack* guests are also available.

Latest Images—This section features downloadable GIFs of photographs and other artwork drawn from the week's top stories as captured by CNN. When warranted, this area has focused exclusively on major events such as the April terrorist bombing in Oklahoma City.

News Capsules—Here's where to find background information, with a CNN perspective, related to the day's biggest news stories. Information gathered in the field by on-air correspondents and producers is uploaded, updated daily, and accessible via clearly defined menus.

News Quiz—Want to test your news IQ and earn CIS usage credit? Take CNN's weekly quiz based on current events. Every Friday, 10 questions are posted with multiple-choice-answer possibilities. The three members with the most correct each week win credits worth \$15, \$10, and \$5. A list of each week's winners is posted on the CNN Hard News Cafe message board, while all winners are also notified by e-mail.

—HR

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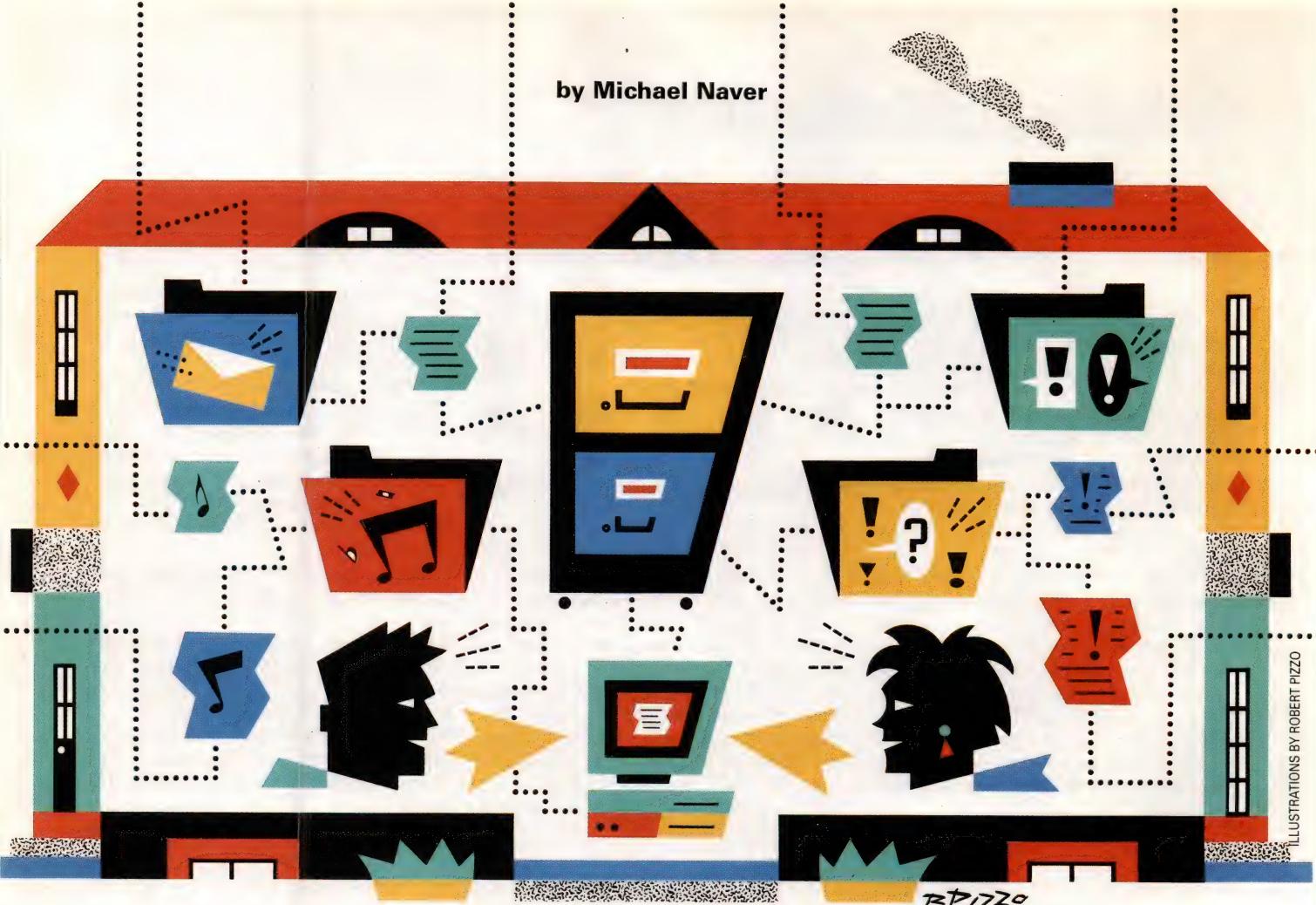
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Cabinet Cleaning

► How to use your CIM Filing Cabinet and keep it uncluttered.

Look around your home. In one corner, your favorite novels are crammed in a bookcase. Compact discs are lined up beside the stereo, videotapes stacked atop the VCR, and magazines fanned on the coffee table. A far cry from the Library of Congress, it is an effective system to separate and organize various kinds of information.

Like your living space, your computer's hard drive can become cluttered with stuff you gather over time. If you don't apply some system of order, you could have trouble finding things when you need them. With the infinite hiding places on your computer, it can be tricky keeping track of where you just saved a download or Mail message. Fortunately, CompuServe makes it easy for you to organize the text files, digital im-

ages, and software you pull from various areas online.

The Filing Cabinet, built into CompuServe Information Manager software for DOS, Macintosh, Windows, and OS/2, is where many documents retrieved from the Information Service are saved. Files created by, or native to, CompuServe itself, such as CompuServe Mail messages, forum threads, Executive News Service articles, or Roger Ebert's movie reviews, are stored in the Filing Cabinet within categorized folders you designate. Library files, on the other hand, are handled a bit differently. GIFs, sound clips, QuickTime movies, utilities, and text that are uploaded by members and sysops are saved outside the Filing Cabinet, in download directories or folders independent of it. Library files such as

these are created with applications other than CIM, such as graphic or sound software, and can't be viewed if stored in the Filing Cabinet.

Customizing the Filing Cabinet to your needs (and understanding what will and won't be saved within it) can help you save time and money. By keeping better track of your CompuServe documents, you won't waste time searching for them. And if you file e-mail and forum messages before you read them, you can log off and peruse them at your leisure after the connect-time clock stops ticking.

The structure of the CIM Filing Cabinet and the proper way to use it vary from one operating system to another. So the following instructions and tips for storage—and solutions to problems members occasionally encounter—are broken down by platform. For a list of forum library files with even more details, see "Cleaning Solutions," p. 37.

Note: WinCIM 2.0, scheduled for September release, will allow you to search your Filing Cabinet by subject/title, from, full text, or date. Watch What's New or GO WINCIM for updates.

PERSONAL ENTERPRISE

Where to GO

MacCIM Support Forum
GO MCIMSUP

CIM for OS/2 Support Forum
GO OCIMSUP

WinCIM Technical Support Forum
GO WCIMTE

WINCIM AND DOSCIM

For users of DOS and Microsoft Windows, the Filing Cabinet is simply a database organized in DOS directory structure. One of the sub-directories, \cserve\fcabinet\cabinet, contains the indexes that "remember" all information stored in Filing Cabinet folders. The file "cabinet.dat" is the most important file in the structure, says WinCIM Support forums sysop Scott Ashbaugh, because it links the hard drive's DOS sub-directory name to the Filing Cabinet's actual folder name.

Occasionally, messages saved to the Filing Cabinet appear to be "lost." Sysops say it's rare to actually lose the data, but the Filing Cabinet indexes sometimes break as

a message or thread is being stored or directly after that, and the information may appear lost. The solution: from the main CIM menu, select Special and Rebuild Cabinet Indexes.

This solution worked for Tom Nash, an aeronautical engineer with United Airlines based in San Francisco, California, who travels the world testing new ways of sending maintenance information from planes in flight to aircraft mechanics on the ground. Nash uses WinCIM with his laptop to retrieve his e-mail in his hotel rooms. "When I get home, I connect the laptop to my home computer, transfer the mail messages, and file them by subject and project," he says.

WINCIM

Filing E-Mail

1. Open the e-mail message.
2. Click on the File It button.
3. A list of Filing Cabinet folders appears. Select an existing folder or click on New to create a new folder.
4. Click the Store button or double-click on the name of the intended folder.

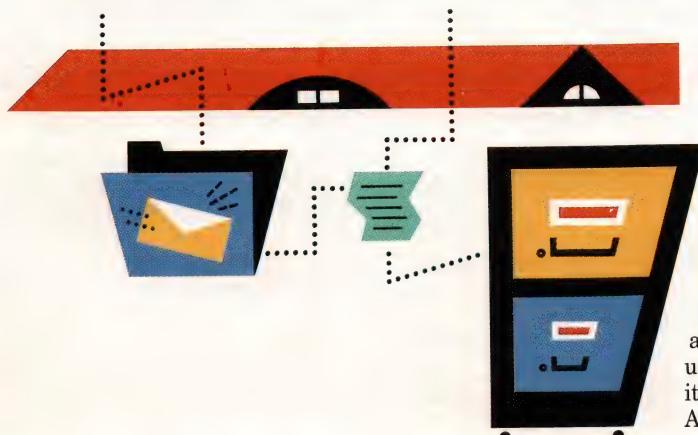
Filing a Message Thread

1. Select Messages from the main forum menu, then select Browse. (You must enter the forum before the Select Messages option appears.)
2. Click the box to the left of each message section, to place an X in the box, which marks the section, or open a section and mark the desired thread that you're interested in saving.
3. From the Messages menu, click on Retrieve Marked.
4. Click on the Get All icon.

5. CIM will automatically create a folder in your Filing Cabinet named for the particular forum you are in (for example, if the message thread is from the Great Outdoors Forum, the file will be created and labeled "Great Outdoors") and store the thread within it.

Storing a Library File

1. Select Library from the top forum menu, then Browse.
2. Double-click on a specific library.
3. Click on the box to the left of the file that you are interested in.
4. This will bring up the Save As dialog box, which will name the file and select the default CSERVE\DOWNLOAD directory. You may OK or change the file name and directory at this time, then click OK.
5. Click on Library on the top menu, then click Retrieve Marked.



Once when his desktop PC did not display the transferred messages, he posted a help message in the WinCIM Support Forum. The replies directed him to the Rebuild Cabinet Indexes menu option.

Another problem occurs when you try to open, edit, or delete messages and folders in the Filing Cabinet using an application other than WinCIM, such as the Windows File Manager. If you do use a different program, you must rebuild the indexes so WinCIM can "see" the moved messages. The easiest way, says sysop Ashbaugh: delete the *.idx files from \cserve\fcabinet\cabinet, then launch WinCIM. The indexes will be rebuilt automatically.

DOSCIM

Filing E-Mail

1. Open the e-mail message.
2. If you use a mouse, click on the File It button. If not, hit tab or shift+tab until File It is highlighted. Hit enter or press the letter "F" to highlight File It.
3. A list of Filing Cabinet folders appears; select a folder and the message will be filed there.
4. If you want to create a new folder, select New. DOSCIM will prompt for a folder name. After creating the folder, select Save to save the message there.

Filing a Message Thread

1. Pull down the Messages option from the top forum menu and select Browse, Get Waiting, or Search to locate message topics of interest. (You must enter a forum before the Messages menu option is available.)
2. When you find a topic of interest, press F5 to mark it. You may also mark message sections (which are listed when you use Browse). If you mark a message section, all messages within that section will be retrieved.
3. Select Retrieve Marked on the Messages menu; DOSCIM will display the list of pending marked items.

4. Hit Enter to select Get All, and DOSCIM will retrieve the messages into a folder in your Filing Cabinet named after the forum. If the folder isn't already present, DOSCIM will create it automatically. (For example, if the message thread is from the Great Outdoors Forum, a file will be created and labeled "Great Outdoors+.")

Storing a Library File

1. Pull down Libraries from the forum menu and select Browse or Search.
2. Use F5 to mark a file; use Mark on the file's abstract to mark the file, or download it right away using the Retrieve option under the Libraries menu.
3. When you mark or retrieve a file, DOSCIM will prompt you for a file name and the directory where you want to store the file (remember, do not save a library file in your Filing Cabinet).

If you allow DOSCIM to use the default settings, the file's online name will be used and it will be downloaded into the default download directory. For members who have installed DOSCIM in the default CSERVE directory, the download directory is CSERVE\DOWNLOAD.

4. If you have used Retrieve, the download will proceed as soon as you have specified the file name and directory. If you marked files, use Retrieve Marked on the Library menu to retrieve the marked items. You will be given a list of pending files; hit Enter to select Get All and DOSCIM will commence downloading.

CIM FOR OS/2

OS/2 users now have their own version of CIM with a fully searchable Filing Cabinet. Like their DOS and Windows brethren, some CIM for OS/2 users who also have Windows mistakenly try to read, edit, delete, or manipulate their saved Mail messages using the Window File Manager instead of CIM. "If you do this, there's a good chance of corrupting your Filing Cabinet," warns CIM for OS/2 Support Forum sysop Rick Shoaf. "You should read and delete messages only from CIM."

Filing Cabinet maintenance is important to member Jean Bourdeau in conducting his business as an independent consultant in Ottawa, Ontario. He moved to CIM for OS/2 from WinCIM and was able to make a seamless transfer of his Filing Cabinet.

As his list of messages grew, Bourdeau decided to create new folders in the Filing Cabinet. "I sort all messages by directories based on the names of people I deal with or by subject matter," he reports. "These messages are backed up on diskettes from time to time."

When saving software downloads (updates of software, version fixes, etc.) from forum libraries, he correctly uses a separate directory on another drive where he moves the information from a download folder on his hard drive.

Filing E-Mail

1. Open the e-mail message.
2. Click on the File It button.
3. A list of Filing Cabinet folders appears. Select an existing folder or click on New to create a new folder.
4. Click the Store button or double-click on the name of the intended folder.

Filing a Message Thread

1. Select Messages from the main forum menu, then select Browse. (You must enter the forum before the Select Messages option appears.)
2. Click the box to the left of each message section, to place an X in the box, which marks the section, or open a section and mark the desired thread that you're interested in saving.
3. Go up to the Messages menu, then click on Retrieve Marked.
4. Click on the Get All icon.
5. CIM will automatically create a folder in your Filing Cabinet named for the particular forum you are in (for example, if the message thread is from the Great Outdoors Forum, the file will be created and labeled "Great Outdoors") and store the thread within it.



Storing a Library File

1. Select Library from the top forum menu, then Browse.
2. Double-click on a specific library.
3. Click on the box to the left of the file that you are interested in.
4. This will bring up the Save As dialog box, which will name the file and select the default CSERVE\DOWNLOAD directory. You may OK or change the file name and directory at this time, then click OK.
5. Click on Library on the top menu, then click Retrieve Marked.

MACCIM

MacCIM users face the same storage issues as their DOS and Windows counterparts, and love the Mac's "drag and drop" simplicity.

Wilton Sugiyama, a graphic designer and illustrator in Vancouver, Canada, uses MacCIM to retrieve sports standings, Canadian news clippings, film reviews, and forum threads of interest into his Filing Cabinet. "I subdivide my custom Filing Cabinet folder by regions of the world. Whenever the Filing Cabinet starts getting full, I insert a floppy disk, copy the files over, and trash the originals to free up space." Saving to floppies seems the ideal solution, he reports.

MacCIM Support Forum sysop Greg DeChant also recommends backing up data regularly to disk or tape cartridges. "If a MacCIM user wants to move or copy his Filing Cabinet files, it's a simple matter of locating the Filing Cabinet folder on your hard drive [it is within the CompuServe Information Manager folder], double-clicking on it, selecting files to be moved, and 'dragging and dropping' the files to a new location," he says.

Filing E-Mail

1. Open the e-mail message.
2. Double-click on the File icon.
3. A list of Filing Cabinet folders appears. Select an existing folder or click on New Folder to create a new one.
4. Hit the Save button.



Filing a Message Thread

1. Select Messages from the top forum menu and drag down to Browse. (You must enter a forum before the Messages menu option appears.)
2. Click the box in front of the message section that you're interested in saving.
3. Go up to the Messages menu and drag down to Retrieve Marked.
4. Click on the Get All icon.
5. CIM will automatically create a folder in your Filing Cabinet named for the particular forum you are in (for example, if the message thread is from the Great Outdoors Forum, the file will be created and labeled "Great Outdoors+ Topics") and store the thread within it.

Storing a Library File

1. Select Libraries from the top forum menu and drag down to Browse.
2. Double-click on a specific library.
3. Click on the box in front of the file that you are interested in.
4. Select an existing folder on your hard drive or create a new folder on your hard drive (remember, do not try to store a library file in your Filing Cabinet).
5. Hit the Save button.
6. Go up to the Libraries top menu and drag down to Retrieve Marked.
7. Click on Get All.

Michael Naver of Baltimore, Maryland, is a freelance writer on technology applications for business. His CompuServe User ID number is 76004,2242.

Cleaning Solutions: Online Help Files

Tips on using your CompuServe Information Manager Filing Cabinet efficiently are found in various forum libraries. The following list provides a sample. If you have a specific question, post a message addressed to SYSOP in the proper CIM support forum.

DOSCIM SUPPORT FORUM (GO DCIMSUP)

Mark and Retrieve Marked Commands

This file goes over the use of the Mark and Retrieve Marked menu options to retrieve multiple forum messages and library files. Instructions are included for all versions of DOSCIM. The file is in text (ASCII) format and may be read online by using the View button. Library 1, "General Information," MARK.TXT (2,849 bytes).

Filing Cabinet Help

This is an ASCII text file that describes the steps to follow to resolve common Filing Cabinet problems with DOSCIM 2.1.x. Library 1, FILCAB.HLP (3,940 bytes).

Delete Old Files

This BASIC (GW-BASIC) program will delete old THD (thread) and MSG (message) files in a Filing Cabinet folder, allowing current files to remain. Includes

KILLTH.DOC, the documentation. Maintenance release; details of the bug fixes are at the end of the documentation. Library 3, "User Contributions," KILLTH.ZIP (12,721 bytes).

MACCIM SUPPORT FORUM (GO MACCIMSUP)

Text Files Versus CIM Files

There is a difference between plain text files—files you store using the Save As or downloading commands—and CIM files—the files you tell CIM to put into your Filing Cabinet or In or Out Basket. This file explains the difference and which commands you can use on which types of files. Library 2, "Support Files," MESSGS.TXT (3,784 bytes).

Cache Files

This file is a short description of the new use of cache files for the CIM Filing Cabinet. It has been updated to coincide with the release of Version 2.1.1 of MacCIM. This is a text file and can be viewed on- or offline. Library 3, "User Contributions," FILFIX.TXT (2,076 bytes).

WINCIM GENERAL SUPPORT FORUM (GO WCIMGEN)

Solutions to Common Problems

This file contains procedures for correct-

ing Filing Cabinet problems that some users experience, such as multiple folders and corrupted indices. Read the entire file carefully before implementing any of the listed procedures. It can be read online or downloaded for offline review. Library 6, "Filing Cabinet," FILCAB.TXT (3,279 bytes).

Filing Cabinet Manager

Updated WinCIM Filing Cabinet manager. Back up and/or restore individual records, folders, or your entire Cabinet. Select records by date, record type, mark individually, or specify records containing a keyword(s). Print, view, and delete records. Copy backups to another folder, directory, or disk, with optional compression. View prior backups without re-copying into Cabinet. Import/export text into Cabinet. Requires VBRUN300.DLL. Shareware, \$20: GO SWREG, ID #3909. Library 6, CABMAN.ZIP (107,165 bytes).

File Formats

This file contains ASCII text outlining the file formats used in the CIM program's Filing Cabinet. It's intended for those already familiar with C programming structure. Library 6, FFORMS.TXT (8,799 bytes).

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Writing With Light

RANDOM ACCESS

Where to GO

Photo Gallery
Forum

GO PHOTOGALLERY

A gallery of images from a new forum where a swarm of talented shutterbugs show off their stuff.

The online world, despite its best intentions, often lacks the vivid colors of life offline. Fluorescent-colored enhanced menus do their best to mimic the brightness of sunlight, but we know better. Those marble-esque backgrounds that lend World Wide Web sites solidity and texture? It's just wishful thinking. Even the most sophisticated virtual-reality headset still fails to capture the heavy mist of an authentic mountain morning.

But there are a few places within CompuServe where digital imagery and real-world photographic skills come together, resulting in viewable files that are strikingly close to the real thing. The Photo Gallery Forum showcases the work of its talented membership—amateur and professional photographers who have uploaded works ranging from bustling city scenes and sports action to quiet rural landscapes and the human form. These accomplished shooters share their creativity and eye for unique moments in the Photo Gallery Forum libraries, and use corresponding message sections to converse with members still polish-

ing their skills.

The images on the following pages were shot by some of the forum's most distinguished professional nature photographers. Each picture, available to members for online viewing and downloading, also appears in recently published coffee-table collections of their creators' work. The accompanying quotes that describe how and where these shots were taken are excerpts from these books.

To view these stunning images online, search the Photo Gallery Forum's libraries using the photographer's last name as the keyword. Each week sysops announce the latest uploads in the forum's News Flash. A quick peek at these and other member-uploaded photographs brings a bit of natural light and color to the dimmest online desktops.

Images downloaded from the area are not to be distributed or used away from the computer to which it was retrieved. For more details, be sure to read the forum's New Member Notice.

Michele D. Kinnaman is an assistant editor of CompuServe Magazine. Her CompuServe User ID number is 70004,1064.



Sierra sandhills, Monte Vista National Wildlife Refuge, Colorado

Twenty-five degrees below zero in southern Colorado seems a hostile and unseemly environment for the sandhill crane, but a flock of 22,000 migrates through every spring and fall. This photograph was taken at sunrise as the birds prepared to leave their night roost in shallow artesian water to fly to nearby fields for food. The birds silhouetted against the rising sun and steam were stopped in motion by a fast shutter speed and a telephoto lens.

—From *Valley of the Cranes: Exploring Colorado's San Luis Valley* (1994, Roberts Rinehart)



Wendy Shattil and Bob Rozinski have been producing sensitive interpretations of nature since 1981. Well known among wildlife enthusiasts for their workshops, lectures, and environmental projects, the pair's award-winning photographs have appeared in such publications as *National Geographic*, *Audubon*, *Natural History*, and *Outside*. Their CompuServe User ID number is 75447,215.

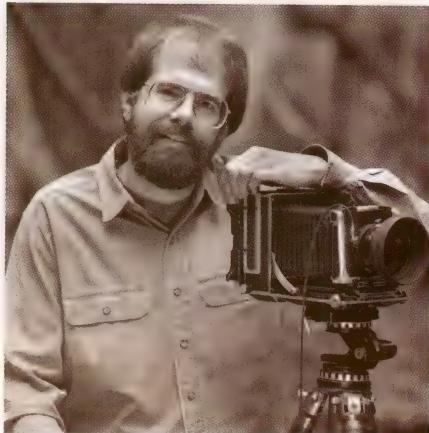


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Mythic Forest, Yosemite, California

Forests are sanctuaries. This aspen forest is like a room, with luminous white trunks for walls. I find myself looking upward to the green leaves quaking in the wind . . . toward the ceiling of thunder clouds passing by. In the distance thunder rolls through the valley. . . . The sound of birds singing within the forest mingles with the remote whisper of a creek as it rushes over the rocks in its path. The forest creates an envelope like a protective cocoon. I feel at one with the trees, more comfortable among hundreds of them than in a group of people.

—From *Listen to the Trees*
(1994, Bullfinch Press/Little,
Brown and Company)



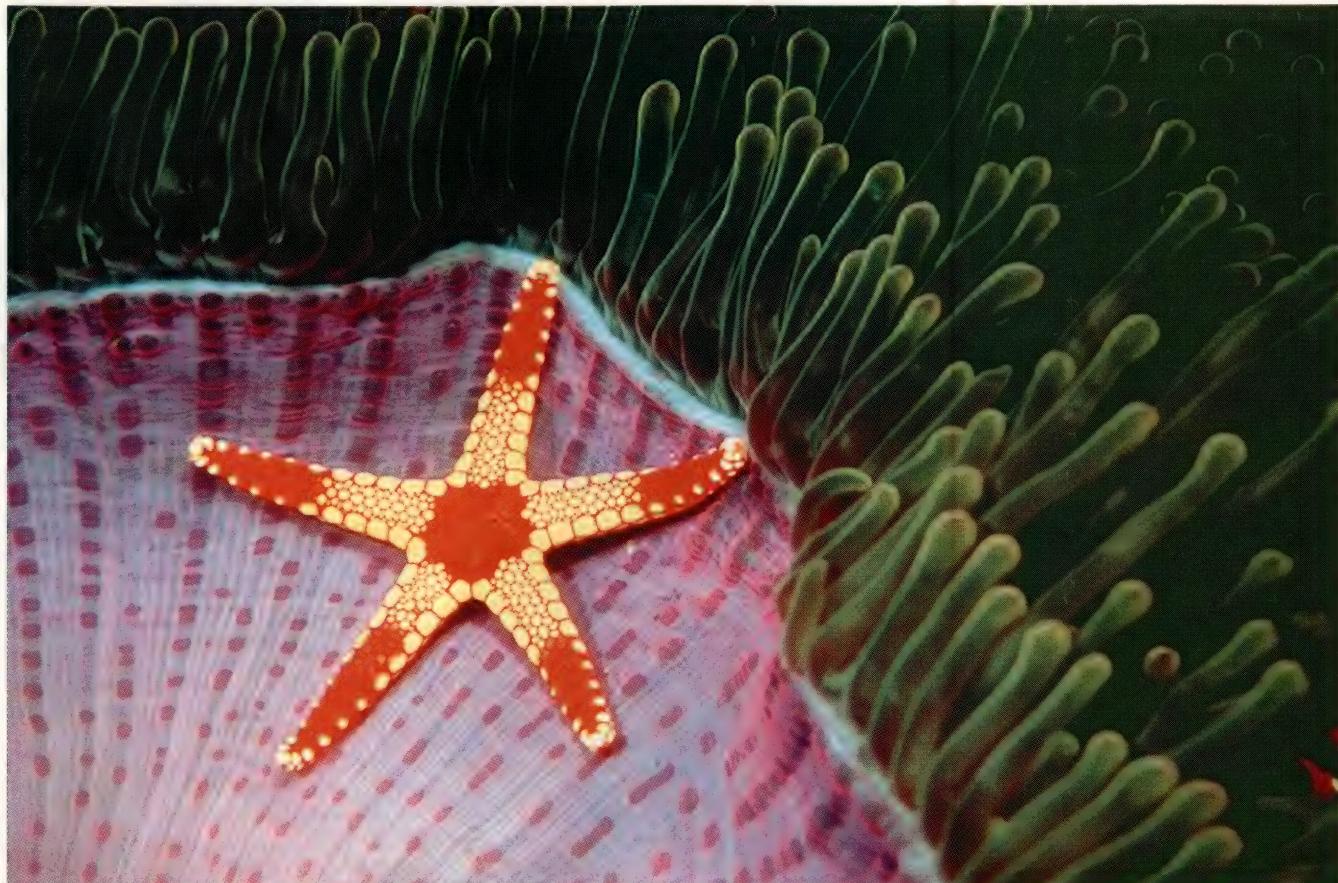
© 1994 WEI CHANG

Internationally respected as a photographer, master printmaker, and lecturer, John Sexton was technical and photographic assistant and then consultant to the late renowned photographer Ansel Adams from 1979 to 1984, and continues to serve as photographic special-projects consultant to the Ansel Adams Publishing Rights Trust. He is a consultant to the Eastman Kodak Co. and teaches workshops on printing technique and the "zone system" of photo processing for the Ansel Adams Gallery, a series of his own workshops, and other programs. Sexton's CompuServe User ID number is 74160,2651.

The brilliant hues of a candy-cane sea-star form a startling contrast to the purple base of a sea anemone crowned with stinging tentacles.

—From *Splendors of the Seas* (1994, Hugh Lauter Levin Associates, Inc.)

Sea star, Sipadan Island, Borneo



NORBERT WU

Premier underwater photographer Norbert Wu has been bitten by sharks, run over by an iceberg, stung (and almost killed) by sea wasps, and trapped in an underwater cave. Undaunted, he has endured as author and photographer of six books on marine life, and his academic background includes doctoral studies in marine biology at the Scripps Institution of Oceanography. Wu also leads natural-history and photography expeditions, most recently to the Galápagos Islands, Socorro Island off Baja, Mexico, and the Bahamas.

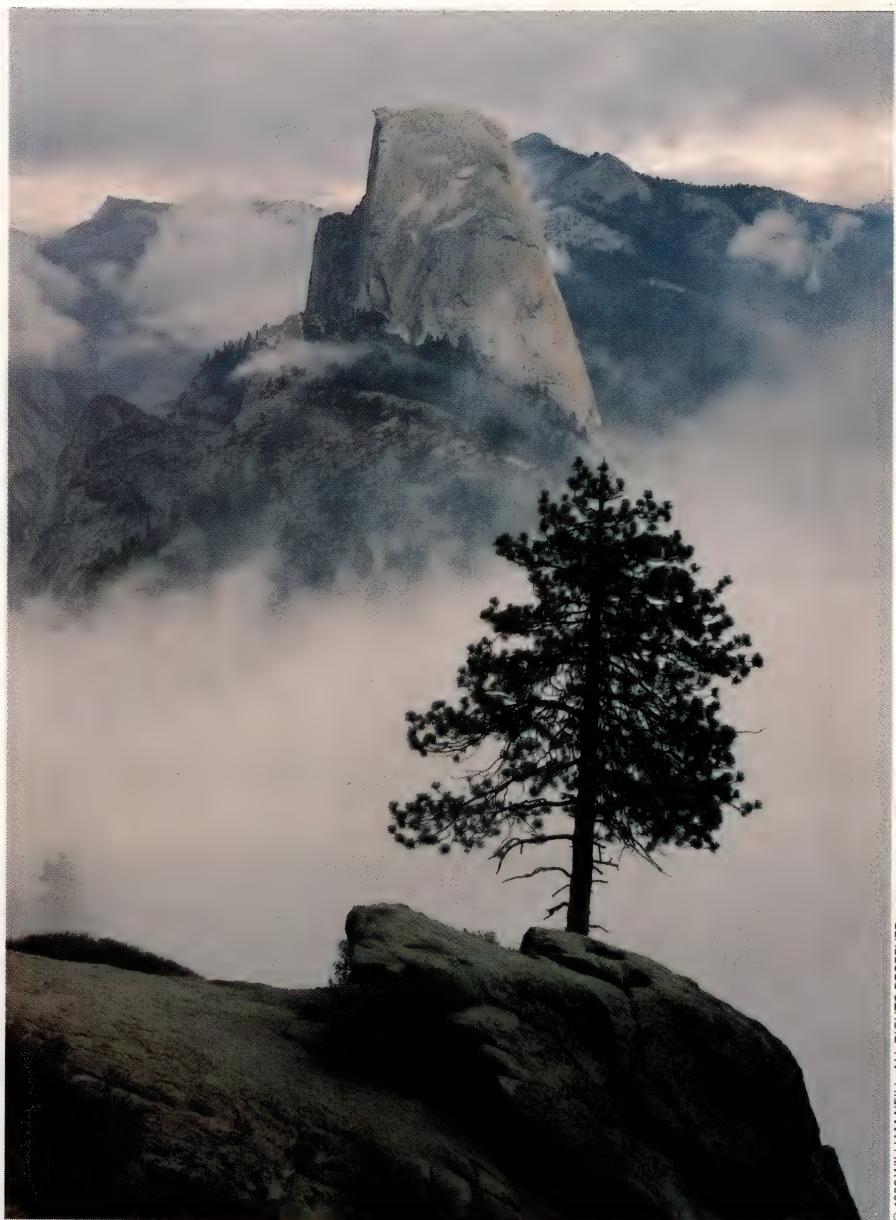
The colorful photograph below, from Wu's book *Splendors of the Seas*, introduces a chapter on the coral reef, of which he writes: "A coral reef is very much like a city; with a great deal of activity during the day and quieter residents making their appearance at night. Like a neighborhood or community, the coral reef has its apartment houses, places for socializing, and even barbershops. The walls of the city are actually made of limestone cement that has been built up over generations. Although they look like rock, the walls are actually alive, formed by millions of tiny animals—the corals."

Wu's CompuServe User ID number is 74633,62.



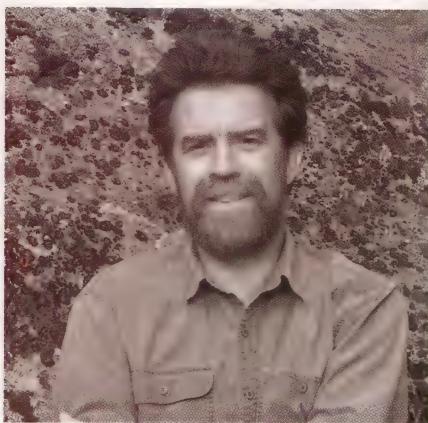
Many of my best images were made before, during, or after a storm. Here storm clouds lifted out of the Valley below, isolating the pine tree with the monolithic Half Dome beyond. My timing had to be exact as the clouds were constantly changing in relationship to Half Dome and the tree.

—From *Yosemite: The Promise of Wildness* (1994, Yosemite Association)



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Half Dome and Pine in Clouds, Washburn Point, Yosemite, California



© 1994 SADINA SAXENA NEILL

Specializing in what he calls color-landscape photography, William Neill has lived in and photographed Yosemite National Park since 1977. Most of his work is captured using a 4 x 5 view camera, which demands exposures of up to a full second—the length of exposure of the photograph above. "I'm concerned with conveying the deep, spiritual beauty in Nature, and the need to preserve its fragile beauty," he writes in *Yosemite: The Promise of Wildness*, the first major portfolio of his photographs. His pictures also illustrate newer editions of Rachel Carson's *The Sense of Wonder* and John Fowles's *The Tree* and have appeared in *Smithsonian*, *Condé Nast Traveler*, *GQ*, *Vogue*, and other publications. His CompuServe User ID number is 75443,2045.



Here Kitty, Los Angeles, California

This trained cougar is headed directly towards the camera. I'm lying next to the handler, who is holding the cat's dinner. The cougar was willing to charge six times in succession. Each time, I would try to maintain the autofocus sensor on the cat's face. Even with everything working perfectly and three cougars charging for their dinner two days in a row, only a handful of the images had feet, tail, and composition just right.

—From *Beyond the Basics: Innovative Techniques for Outdoor Nature Photography*
(1993, Lepp & Associates)



To demonstrate the autofocus capabilities of Canon's Eos-1 camera, George Lepp enlisted the help of a company that supplies animals for the motion-picture industry. The result looks as though he were next on the cat's menu.

Lepp, who specializes in outdoor photography and photo illustrations, also lectures, teaches, and consults throughout the United States on photographic subjects. His latest book, *Beyond the Basics*, is geared toward more experienced photographers interested in exploring increasingly sophisticated photographic techniques. In addition, Lepp is the field editor for *Outdoor Photographer* magazine and is editor and publisher of *The Natural Image*, a quarterly journal for nature photographers. His CompuServe User ID number is 75717,721. ■

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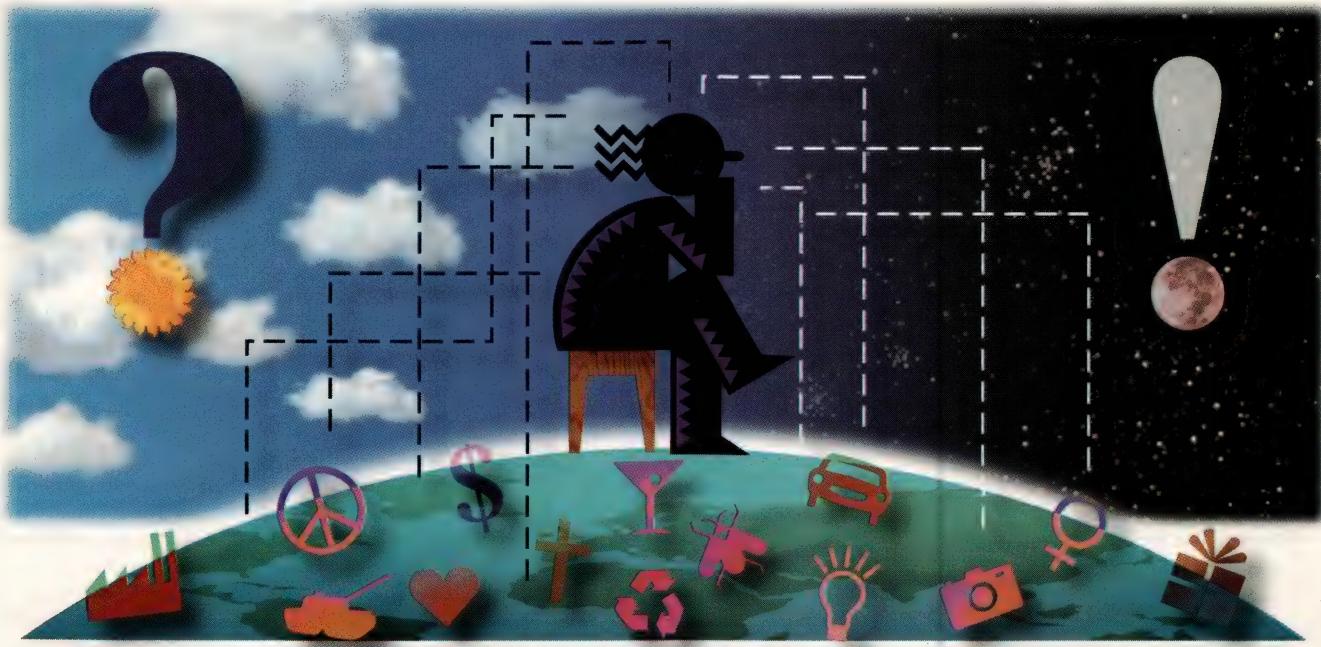
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Morality's New Theater

► On the horns of ethical dilemmas, some turn to forums' community.

When it was time to shop for her five-year-old son's birthday present, Mary Williams wondered whether it was morally correct to buy him a toy gun he'd asked for. She wasn't comfortable turning to her friends for advice—most didn't have children the same age as her son, or were too busy to mull over a "minor" dilemma like this. Instead, Williams sought an answer in Section 6, "Parent Connection," of the Issues Forum. Soon after posting her message, she received plenty of thoughtful opinions on both sides of the issue. "Some of the most pro-gun people were opposed to toy guns because they don't teach kids to respect the real thing," says Williams. In the end, after weighing all the comments and noting her son's aggressive behavior when he played with a friend's toy gun, she decided he was better off without one.

Now, more than ever, people are seeking advice on ethical quandaries, from everyday problems like Williams's to matters of life and death: abortion, suicide, euthanasia. Because of modern society's complexity, members are finding the line between right and wrong isn't as clear as it once was. Many are turning for guidance to a source that wasn't available to their parents' generation: online communication with people all over the world.

"There is a great yearning in our culture for guidance on moral issues," says Dr. William Vitek, a philosophy professor at Clarkson University in Potsdam, New York, who specializes in contemporary ethical issues. Although the types of questions vary from culture to culture, he says, people around the globe are looking for counsel. "Our local communities are breaking down; many people don't feel attached to a church or a neighborhood," he says—a trend that applies not just to the United States but to most industrial Western nations.

Other ethicists agree—the search for ethical counsel online is symptomatic of major changes in society. "We live in a secular society," says the Reverend Doctor Donald Jones, professor of social ethics at Drew University in Madison, New Jersey. "Many people won't confide in a member of the clergy because they're not confident that the clergy would understand the issue."

Indeed, sometimes people are hesitant to discuss their moral quandaries even with friends. Suppose you received an erroneous \$500 credit on your credit card from a company you believe has taken advantage of you in the past. Would you report the error? "You might not want to talk about it with a friend because it questions your integrity," Jones says. It's less risky to raise personal ethical questions with strangers, whether they're in a bar, on a train, or out in cyberspace. Many

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GO SMALLBIZ

Issues Forum
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Journalism Forum
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feel liberated by the anonymity of online communications.

Dr. Frank Deaver, professor of ethics at the University of Alabama, contends that such issues demand intellectual honesty and a willingness to consider a range of opinions. "An honest seeker of the best decision should not hesitate to hear counsel from many sources," he says. "And that can also include 'relative strangers' who just might offer a more unbiased opinion than those who are emotionally related to the seeker." Deaver maintains that the primary concern is not so much the source of the ethical counsel as the integrity of the one who receives it and what he does with it. "Ethical counsel should not define an answer but rather lead the inquirer to personal analysis that will lead to a valid and defensible decision."

That's why online discussion of ethical problems can be so beneficial, says Tom Koch of Toronto, Ontario, ethics researcher and author of numerous books including *Watersheds: Stories of Crises and Resolutions in Everyday Life* (Lester Publishing Ltd., 1994). "People don't use these services in a vacuum but as part of a whole," he says. Often, forum respondents will refer the seeker to an article in a particular database that provides a helpful context for the decision. In a recent article in the *Cambridge Quarterly on Healthcare Ethics*, Koch analyzed a thread of CompuServe messages started by a man seeking advice from older women who might tell him whether his mother would want him to disconnect her life support, were she able to speak. He posted messages in the Religion, Legal, MedSig, and Retirement Living forums, received counsel from all sides, and constructed a solution to his problem. (The man's mother died, however, before he received court permission to terminate care.) "Everyone came back with messages of support and affirmation for what he'd done and how he'd done it," Koch says.

As Koch and others have observed, online advice givers are able to reach out to others

Principled Discussion Online

The forums and sections listed below are just a few areas online where you'll find discussion of ethical issues. It is not a complete list; ethics is a common subject across a variety of professions and interests.

- Earth Forum GO EARTH**
Section 16, "Animal Rights"
- Electronic Frontier Foundation Forum GO EFFSIG**
Computer/online issues
- Issues Forum GO ISSUESFORUM**
Section 15, "Ethics/Human Rights"
- Journalism Forum GO JFORUM**
Section 11, "Ethics"
- Legal Forum GO LAWSIG**
Legal issues
- MedSig Forum GO MEDSIG**
Section 10, "Research/Bioethics"
- NCSA Info Security Forum GO NCSAFORUM**
Section 2, "EPIC/Ethics"
- Political Debate Forum GO POLITICS**
Political issues
- Religious Issues Forum GO RELISSUES**
Section 2, "Ethics"

and possibly do some real good. "It's the electronic version of the Good Samaritan," says Jones. Some people are content to lurk in the background, quietly observing how others deal with common problems. To a certain extent, says Jones, such activity satisfies a universal prurient interest, which he likens to the increasing popularity of talk shows.

Business Decisions

"[In forums] you are dealing with real people who have a common base of experience," says Alan Kaplan, a Las Vegas, Nevada-based private investigator who often seeks counsel from other small-business owners in the Entrepreneur's Forum. "Posing a problem to such a well-qualified group provides a spectrum of views that could not be bought for any price."

That's what Patricia Stroup of Greencastle, Pennsylvania, found when she took an ethical question to the Journalism Forum's Section 3, "Freelancers." After freelancing for five years in a specialized field, Stroup accepted a job as communications specialist with a company in the same industry. The company agreed to allow her to continue freelancing. Her question to the forum: when the company sends her to a convention or seminar, is it ethical to gather ideas and information on company time for freelance articles? "The responses I got to my question pretty much reinforced what I was already thinking," says Stroup, who decided to give first preference on stories to her company's magazine. "If I had gotten a lot of negative feedback, I might have shifted my thinking."

Attorney Frederic Wilf of Media, Pennsylvania, turned to the Legal Forum to discuss the ethics of suing a deadbeat client. "The answers I received confirmed my suspicions that it is ethical to sue deadbeat clients, but not generally recommended," he says. Wilf notes that it's much quicker to seek advice in a forum than to call various local lawyers. "Time is critical when a client wants to do something that strikes the attorney as ethically questionable," he says. Also, it can be helpful for lawyers, who can

be disbarred for unethical conduct, to seek input from other attorneys.

In some cases, moral questions are debated in the abstract, as when members of the Legal Forum launched a heated thread that ranged from the topic of abortion to whether the existence of moral standards depends on the existence of God. But questions of ethics are essentially practical, and they don't stay in the abstract for long. Recently, Jim Cameron, chief sysop of the Journalism Forum, posed a hypothetical question in Section 11, "Ethics": does it compromise objectivity for a writer to accept free tickets to an event or free rooms at a resort that the writer is going to review? The responses were varied, but they continually referred to the members' own experiences. In the MedSig Forum's Section 1, "General/Professional," physicians recently debated whether specialists should give out free information to primary-care physicians who call to "pick their brains" about problem cases without actually referring the patient. The thread began as a discussion of wasting time but soon led to talk of ethical obligation and collegiality.

Private Line

Not everyone who seeks ethical advice online wants to expose his concerns to casual forum browsers. Alan Yarcusko, a Lakewood, Ohio-based attorney, notes that he has sought advice on ethical issues from colleagues in the Legal Forum but, like many others, consults with them via e-mail. "You never know who's reading messages in the open forum," he says. "Opposing counsel [might be online] and see my name and see through the fictional names I would use in my message."

John David Cox, an arbitrator and mediator based in Vancouver, British Columbia, agrees. "So much is lost without knowing the individual with whom you are speaking." But Cox does seek advice online from people he already knows and whose opinion he respects—including some he's met through the forums. "With my online friends I've already established the bond of trust and intimacy. I can read their words and fill in the nuances and tones I know are there."

Koch cautions members who seek counsel online to beware of the pitfalls—especially of adopting medical or ethical advice wholesale when the sources may not be what they appear. "The opinions gathered from any one person online are as good as the opinion of one person on the street," he says. "In debate, people sometimes speak beyond their knowledge." Koch contends that one benefit of CompuServe, compared with the wide-open frontier of the Internet, is the existence of responsible sysops who monitor discussions and, when necessary, remove inappropriate messages or quietly caution the sender.

Some forums, however, develop supportive communities of people who get to know one another well because of a common bond. Just ask any member of the ADD Forum, a network for people coping with Attention Deficit Disorder in their children or themselves (or both). Because ADD kids often have trouble discerning appropriate behavior, parents struggle with how to teach right and wrong in the family and how to cope with their children's behavior.

"Having been there ourselves, and perhaps knowing the person, [we offer] moral

support and alternative suggestions," says Robert, a Northridge, California, father who requested anonymity. Members also counsel one another on coping with coaches who yell at inattentive children, teachers who say unkind things, or relatives who compare children unfavorably to their non-ADD-afflicted cousins. "It's almost all about 'doing the right thing,' which is a pretty good definition for ethical behavior. ■

Jane Easter Bahls is a Columbus, Ohio-based freelance writer. Her CompuServe User ID number is 75162,2123.



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DOWNLOADABLES E-MAILBAG—It's time again to reach into the pile of suggested downloads from fellow CompuServers. (See instructions for submitting your own favorite file above.)

Anthony Low likes the "elegant and irreplaceable" Windows File Manager enhancement WizManager Pro, "by far the best program for making File Manager quick and easy to use," he says. It includes a fully customizable button bar and launch bar, a command-line box for entering DOS commands, and utilities such as a file viewer, duplicates finder, directories-size browser, scripts, and customized menus. "Its file-finder function is much better than the original Windows version or some of the freestanding alternatives," Low adds. WizManager Pro is in the Windows Shareware Forum (GO WINSHARE).

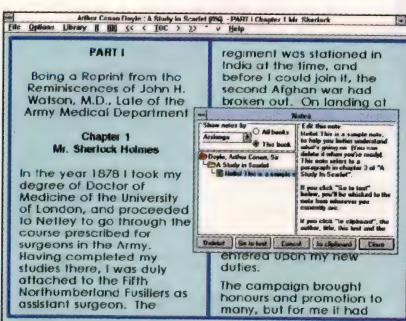
Library 2, "File Utils/Text Ed"
WIZMGR.ZIP (1,225,446 bytes)

Alexander Shender points members to Jim Tolliver's Travel Bag for Windows, a collection of icon-based listings of 1-800 toll-free numbers for hotel chains, airlines, and automobile-rental companies, as well as CompuServe access numbers. The freeware "is small and great to run from my laptop," says Shender. The file is in the IBM ThinkPad Forum (GO THINKPAD).

Library 6, "User Uploads"
TBAG.ZIP (74,918 bytes)

Eric L. Peters and Andy Svoboda both highly recommend QualifyR, a Windows program that helps figure costs in home financing, letting you enter data such as the purchase price, down-payment percentage, and interest rate, and then computing monthly principal and interest, down-payment amount, total purchase cost, and other information. Says Peters, "We looked around for a good mortgage program—nothing available tells you what you really need to know, such as itemized and totaled closing costs, total cash required at closing, and, most importantly, the minimum monthly income required for a given purchase price. This program does it all." QualifyR is in the Time-Warner Dwellings Forum (GO TWDWELLINGS).

Library 2, "Real Estate/Land"
QUALIF.ZIP (186,834 bytes)



Poppy Holden and William T. Davis both suggest As You Like It (above), an electronic-book reader that bills itself as a "philosophical antipode to Adobe's Acrobat" that lets you determine what a book looks like by changing fonts and page appearance. The program has highlighting, book-marking, search, and annotation features; the download includes nine free novels for evaluation purposes, and hundreds more texts are available free with purchase from an Internet FTP site. Holden says it is "brilliantly simple to load and use" and appreciates that it saves multiple readers' preferences, current books, and page last read under separate icons. The program is in the Windows Users Group Network Forum (GO WINUSER).

Library 13, "Elec.Pubs/Training"
AYLI.ZIP (232,651 bytes)

Alexander Muhlenberg spent two years looking for a handy and powerful address-management database and says he found it in Smart Address, a Windows address manager with direct links to any word processor, mail-merge data file creation for Microsoft Word, envelope and mail printing, tabbed dialogs, phone-number dialing, sophisticated searching,

and many more configurable features. Muhlenberg says it had "no problems with handling more than 2,400 entries with indexing." The program is in the UK Shareware Forum (GO UKSHARE).

Library 4, "Oakley Data"
SMTADR.ZIP (231,427 bytes)

Steven Schiff directs science-fiction fans' attention to the monthly electronic magazine Radius, published by Ewan Grantham. "It features professional-quality fiction and nonfiction and is available for only the cost of the download," notes Schiff. Radius is distributed in two formats: a ZIPped HTML text file (to be opened from within a World Wide Web browser program) and a Windows Help file within a DOS executable. Search in the SF/Fantasy Literature Forum (GO SFLIT) for current and past issues using one of the wild-card file names below.

Library 15, "Other SF/F Mags"
RAD*.ZIP or RAD*.EXE (size varies)

Jan Boers in Amsterdam says anyone who likes to listen to MOD music files on his PC should try Visual Player, a MOD player that is "great fun to watch and play with while listening." The DOS program has oscilloscope displays that show the wave forms of a MOD file's four "voices" or tracks, and a psychedelic "Big Psycho" light effect based on the same digital data. "It's big fun," says Boers. The program, for which a VGA display and sound card are recommended, is in the MIDI/Music Forum (GO MIDIFORUM).

Library 15, "Sound Card Files"
VP20.ZIP (77,866 bytes)

Brian Keniepp suggests the text-file viewer QRead for Windows for its ability to display text files of any size in the font and point size you choose. "I download a lot of text from CompuServe, and as I have a rather slow '386 PC, it can be a real pain to view these files in my word processor," says Keniepp. "With QRead I can drag the file to its icon, view it quickly, and either print it or nuke it." QRead is in the PC Utilities/Systems Forum (GO PCUTIL).

Library 6, "File Utilities"
QREAD.ZIP (259,742 bytes)

David Klug of Bridgeport, New Jersey's Investment Center points investing CompuServers to his bimonthly newsletter, Investment Center News. In Windows Help file format, the newsletter includes a recommended list of stocks, coverage of several low-priced stocks (with data on companies' income, stock yield, etc.), and several investment-oriented articles. The newsletter is freeware, no-obligation, and available in the Investors Forum (GO

Key to Mentioned Files

	Animation		Macintosh
	DOS		OS/2
	Graphics		Text
	HTML Text		Windows

INVFORUM). Search for issues using the wild-card file name below.

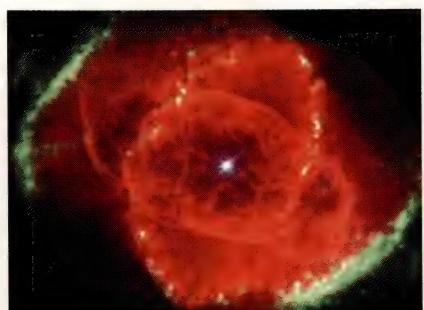
Library 1, "Stocks/The Market"
NEWSV*.ZIP (approximately 20,000 bytes) 

HUBBLE HUBBUB—See what all the excitement over images from the Hubble Space Telescope (HST) is about in the libraries of the Astronomy Forum (GO ASTROFORUM). Spectacular new photographs of planetary and stellar phenomena are uploaded regularly by NASA's public-affairs office. Search Library 17, "New Uploads," with the keyword HUBBLE for the latest images, or visit the library below, which archives Hubble images older than two months. Popular files include:

Library 13, "Orbiting Scope Pics"

Mars Shot—This February 1995 HST image of Mars is the clearest picture of the planet ever taken from Earth.
MARS95.GIF (164,880 bytes) 

Solar System's Edge—Distant planet Pluto and its moon Charon as seen from 2.6 billion miles away.
PLUCHA.GIF (22,017 bytes) 



Cat's Eye (above)—One of the most complex planetary nebulae ever seen, this image of 1,000-year-old NGC 6543 reveals its intricate gas structures in astounding color.

CAT_I1.GIF (118,140 bytes) 

Crash of the Titans—Captured here is a rare collision between two galaxies, causing a massive ringlike ripple of energy that leaves stars exploding like a string of firecrackers in its wake.

CRTWHL.GIF (309,274 bytes) 

Nursery of Stars—A pair of star clusters in the constellation Doradus is seen here in rich detail from a distance of 166,000 light years.

CLSTRS.GIF (70,739 bytes) 

Conservative Activists On CompuServe Continue Fight For Freedom, Save Money

► Conservatives on CompuServe using new tools to win the "war of ideas" in America.

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"The revolution of 1776 is not over yet," says a TOWN HALL user. And he, like many Americans, feel it won't be over until political and social change is made in America. The battle ahead, according to these members, is the fight to limit government and ensure maximum individual freedom so that their children have a better future. And the newest and best tool for this conservative "revolution," he added, is TOWN HALL.

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THE BIG PIXEL—The Computer Art Forum (GO COMART) has added a new library devoted to the creation and display of Windows icons. Uploads include collections of icons (stored as either DLL or ICO files), icon-management and -editing programs, and design advice. Some popular files include:

Library 20, "Icons!"

"Wave" Files—There's flags aplenty in this download: icons of 176 international and 54 U.S. state flags.

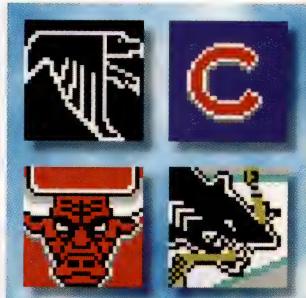
FLAG.DLL.ZIP (31,648 bytes)

Trial Basis—Five realistic depictions of the major players in the O. J. Simpson case, including Judge Ito and Kato Kaelin.

OJICO1.ZIP (5,120 bytes)

Team Spirit (right)—A collection of 150 sports-team-logo icons, from the NFL, NHL, NBA, MLB, and NCAA.

SPORTICO.ZIP (49,774 bytes)



Phones and Modems—Replace the icon of your communications programs with icons representing these appliances.

PHONES.DLL (25,312 bytes)

Grab Bag—An assortment of high-quality custom icons utilizing 3-D and transparency effects.

BERNE.ZIP (20,941 bytes)

Icon Manager—Lets you view screenfuls of icons at once, move icons between ICO, DLL, and EXE files using a drag-and-drop interface, and establish an OLE session with Windows Paintbrush to allow editing of icon images.

ICM36.ZIP (164,711 bytes)

Working a Tiny Canvas—Two icon authors offer their views on what makes an effective icon in separate essays.

ICONS.TXT (4,744 bytes)

ICONS.DOC (12,468 bytes)

SCHOOLTOOLS—The libraries of the College/Adult Students Forum (GO STUFOB) are crammed with programs and computer-based learning materials that can aid any university or nontraditional student.

Library 2, "Admissions/Guidance"

SatCon—With the scores for standardized tests being recently "recentered," many students and others wonder how old scores from the SAT and PSAT would compare with the new ones. This Windows program interprets/converts between the two.

SATCON.ZIP (26,077 bytes)

Library 3, "Student Life"

Prompter—A Windows utility for public speakers, with speech editor and full-screen teleprompter for rehearsing one's delivery. Use any font and size and adjust your scroll rate on the fly.

PRMPTR.ZIP (121,856 bytes)

THE
**ELECTRONIC
M·A·L·L®**

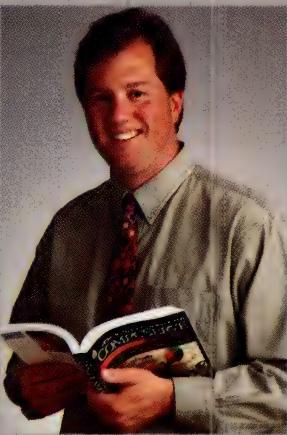
AUGUST 1995



"GET WIRED" AT THE ELECTRONIC MALL!

Plug into the Hottest Source for Electronics and High-Tech!

See the New Toyota Supra SE Online!



Dear Electronic Mall Shopper:

This month, The Mall features the latest electronics, high-tech and computer products. You'll discover a wide selection of useful, fun and innovative products designed for everyone who enjoys the latest in technology. Great shopping at great savings, too!

Football fans could be winners this month with the Kickoff Sweepstakes from new merchant LOGOS Online (GO LGO). Don't miss the chance to win some great prizes! See page 8 for more details.

In this month's issue of the Mall Shoppers Guide we also welcome CyberWarehouse (GO CW) and Toyota Interactive (GO TOYOTA). Stop in and shop these new stores — and any Mall store — connect-free, 24 hours a day.

See you online!

Keith Arnold
Manager, The Electronic Mall

Get the Total Picture™ with the Passport 5000® radar/laser detector.

Complete radar/laser coverage is combined with an easy-to-understand LCD visual display. Eliminates the guesswork found with LED-style detectors. Plus get SafetyPilot™ technology, which alerts you to emergency vehicles, highway construction, railroad crossings and other road hazards in cities using the new safety transmitters.

**THE ESCORT STORE. GO ESCORT
PASSPORT 5000 RADAR/LASER DETECTOR \$169.95**

Record every special moment with this high-speed VHS camcorder!

This versatile 12x1 zoom full-size camcorder is perfect for capturing the fun of summer events. Variable high-speed shutter to 1/10,000 sec., 1 lux illumination. Fade-in/out with date and time display. One-hour battery and shoulder strap included. For smaller monthly payments, use your JCPenney Major Purchase Plan for orders of \$200 or more.

**JCPENNEY. GO JCP
VHS CAMCORDER
ONLY \$529.99**

Plug into giant screen virtual-viewing excitement with Virtual i.O™ glasses!

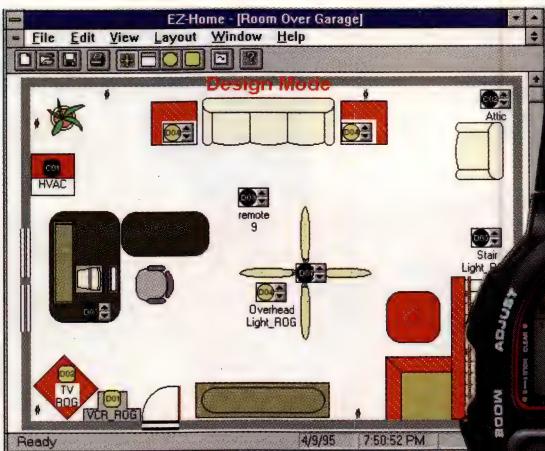
Bring crystal clear, full-color reality to video games, TV shows and computer games — even 3-D imaging! Strap on these ultra-light video glasses and experience an incredible 80-inch giant screen — with hi-fi stereo sound. Includes head-tracking, miniature LCD display screens, cables and hardware. Fantastic fun!

**HAMMACHER SCHLEMMER. GO HS
VIRTUAL I.O. GLASSES \$799.99**

Automate your home through your PC!

Take control of your home with the *EZ-Home* Home Automation Kit. Work your lights, appliances, audio/video equipment, heating/cooling system and security from your PC! All you need is *Microsoft Windows* and a serial port. No special wiring. Complete details online.

HYBRID TECHNICAL SYSTEMS. GO HTS

**Pace yourself with this blood pressure monitor watch.**

The perfect companion to health and fitness. Simply place your fingers on the sensors and your pulse and blood pressure readings instantly appear. Bioflashback function recalls earlier readings. Alarm, stopwatch, graph display, calendar and more. Lighted face. Black acrylic case.

**SEARS SHOP AT HOME. GO SEARS
BLOOD PRESSURE MONITOR WATCH \$169.95**

Tune in stereo sound throughout your home with cordless stereo headphones!

These hassle-free cordless headphones let you enjoy your favorite music just about anywhere. They even work through walls and floors at distances up to 150 feet! Includes transmitter, cable and rechargeable batteries. Great for multimedia computer, TV and stereo.

**DALCO COMPUTER ELECTRONICS. GO DA
CORDLESS STEREO HEADPHONES \$98.15**

INTERNATIONAL
DELIVERY
AVAILABLE

**Find your next stereo in the Crutchfield catalog.**

Before you buy a stereo for your car or home, get the Crutchfield catalog and get useful buying and installation tips that are hard to find in retail stores. Refreshingly practical advice on everything from creating a home theater to upgrading your car stereo. You'll find major brands like Sony, Kenwood, Pioneer, JVC and more — at discount prices! Order your **free** catalog online today!

CRUTCHFIELD ELECTRONICS. GO CFD

**MAXTOR**INCREASE
YOUR
STORAGE
CAPACITY3.5 INCH IDE/AT
HARD DRIVE KITENHANCED IDE INTERFACE
QUICK AND EASY
INSTALLATION
EVERYTHING YOU NEED
IN ONE BOX
TOLL FREE SUPPORT
AND SUPPORT
FREE INSTALLATION
SOFTWARE

Maxtor

INTERNATIONAL
DELIVERY
AVAILABLE

850 MB



**Listen up to the Northern Telecom
Maestro® cordless caller ID
with speakerphone.**

Maestro deserves its name. It's the first cordless phone to incorporate Caller ID in the handset and a full-featured speakerphone in the base for hands-free calling. Three-line in-handset display shows the name and number as each call comes in. Includes 30-item Personal Directory for autodialing. Almond or charcoal.

GTE PHONE MART. GO GTE
MAESTRO 4600CT CORDLESS PHONE \$219.95



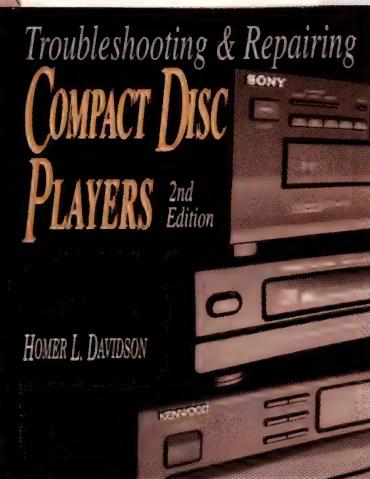
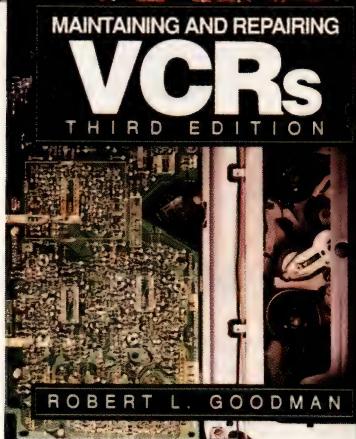
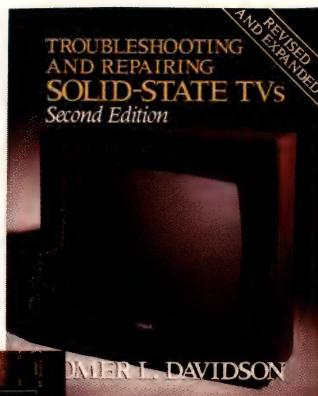
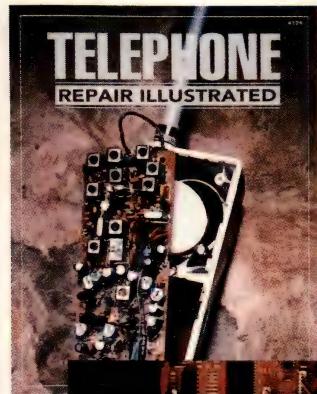
**Surround your PC with great sound
from Cambridge SoundWorks.**

SoundWorks is a three-piece, amplified speaker system from Cambridge SoundWorks. Designed by Audio Hall of Fame member Henry Kloss, it raises the standard for multimedia speakers to a whole new level. *PC Magazine* said "This is the best \$199 you can spend on yourself and your computer."

**CAMBRIDGE SOUNDWORKS. GO HIFI
SOUNDWORKS SPEAKER
SYSTEM \$199**



INTERNATIONAL
DELIVERY
AVAILABLE



Master the art of high-tech repairs with books from McGraw-Hill On-Line Bookstore.

Now you can learn how to troubleshoot, repair and most importantly, maintain home electronics with easy-to-understand books. Save on costly repairs!

MCGRAW-HILL ON-LINE BOOKSTORE. GO MH

TELEPHONE REPAIR ILLUSTRATED \$28.95

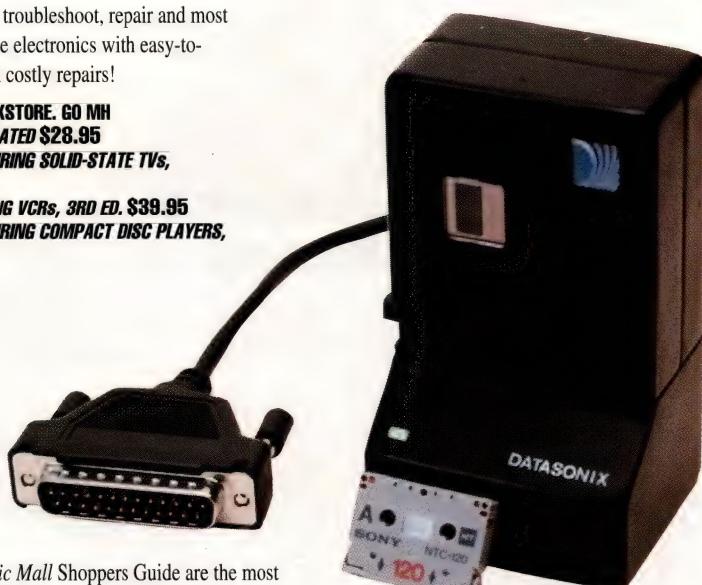
TROUBLESHOOTING & REPAIRING SOLID-STATE TVs,

2ND ED. \$36.95

MAINTAINING AND REPAIRING VCRs, 3RD ED. \$39.95

TROUBLESHOOTING & REPAIRING COMPACT DISC PLAYERS,

2ND ED. \$44.95



All prices in *The Electronic Mall Shoppers Guide* are the most accurate available at press time. Occasionally a printed price will be out of date. Shipping and handling are additional unless otherwise noted.



Get the latest technology from OfficeMax OnLine.

Get down to business in an instant with the Sharp Zaurus ZR-5000 Keyboard Enhanced Personal Digital Assistant (PDA). This powerful, compact PDA combines pen note-taking, keyboard word processing and communication capabilities. Visit OfficeMax OnLine today to get the Zaurus and other high-technology electronic products all backed by our Low Price Guarantee!

**OFFICEMAX ONLINE. GO OFCMAX
SHARP ZR-5000 PDA \$589.99**

OfficeMax® *ONLINE!*

Shop PC Catalog for all of your electronic/high-tech needs!

Pereos, the maximum mobile storage device, has arrived. Now you can take it all with you — files, software and all the server data you could possibly want. Pereos weighs less than 10 ounces, attaches to any parallel port on any PC, runs for months on a pair of AA batteries and stores the equivalent of 868 floppies on a cartridge the size of a postage stamp. \$749. To see Pereos and other high-tech PC products, GO PCA!

PC CATALOG. GO PCA

MALL REFERENCE

A wide world of shopping at your fingertips.

Shopping has never been easier.

The Electronic Mall puts over

150 stores at your fingertips.

You can shop free 24 hours a day,

365 days a year, for a wide array

of products, information and

services. Use the handy directory

on these two pages for a complete

listing by category of Mall stores

and their GO commands. Then

GO MALL to shop online or to find

worldwide shipping information,

payment options, a detailed product

index, a directory of print catalogs,

and the latest Mall news, events and

contests. GO MALL

THE
**ELECTRONIC
MALL®**

Shopping The Electronic Mall is connect-free, 24 hours a day, 365 days a year!

APPAREL/DEPT. STORES

- AC Americana Clothing
- AU Austad's Golf •
- BR Brooks Brothers
- HS Hammacher Schlemmer
- LEGGS Hanes L'eggs Bali Playtex JMS •
- HSV Home Shopping Values •
- JCP JCPenney ■
- LANDS Lands' End
- ▼ LGO LOGOS Online ■
- PFS Paul Fredrick MenStyle
- SR Sears Shop At Home •
- SVCMER Service Merchandise ■
- SA Shoppers Advantage Online •
- SHOES Stuart McGuire Shoes •

ARTS/MUSIC/VIDEO

- CD BMG Music Service •
- BOT Books on Tape •
- HIFI Cambridge SoundWorks
- FREECD Columbia House •
- CCV Critics' Choice Video •
- ESTORE Entertainment Drive Ltd. •
- EWK Entertainment Works
- LE The Laser's Edge
- MMA The Metropolitan Museum of Art
- THEPLA The Music Place ■
- NP Narada Productions
- PM People Store
- SGM Sega Mall
- VID Time Warner Viewer's Edge •
- MEGAST Virgin

AUTOMOBILES

- AI Alamo Freeways
- AI Automobile Information Center
- ATV AutoVantage Online •
- CMC Cadillac Motor Car •
- ESCORT The Escort Store
- FC Ford Credit ■
- FORD Ford Electronic Showroom ■
- FMC Ford Motor Company ■
- GY Goodyear Tire & Rubber Co. •
- ▼ JCW J.C. Whitney
- LM Lincoln-Mercury Electronic Showroom
- NISSAN Nissan Interactive
- PON Pontiac Showroom •
- ▼ TOYOTA Toyota Interactive

BOOKS/PERIODICALS

- AB Audio Book Club
- ▼ AUTOSTAR Automobile Magazine ★
- BOT Books On Tape •
- CBK CompuBooks
- DB Data Based Advisor
- DFP Detroit Free Press
- ENT Entrepreneur Group •
- FM The FORTUNE Store
- IW IndustryWeek Magazine
- IUM Information USA
- IB Investor's Business Daily
- JW John Wiley Publishing Online •
- LOS Library of Science Book Club •
- ZD MacUser
- MH McGraw-Hill On-Line Bookstore
- MSP Microsoft Press
- ▼ ZONEST The Movie Zone ★
- ▼ SHOPNY New York Magazine ★
- NB Newbridge Book Clubs
- NN NewsNet ■
- PCC PC/Computing
- ZD PC Magazine
- PCB PC Publications
- PWM PC World Online
- PM The People Magazine Store
- PRC PRC Database Publishing
- RANDOM Random House Electronic Publishing
- BK Small Computer Book Club •
- SIA Sports Illustrated Insider Authentics
- TWEPB Time Warner Elect. Pub. Bookstore
- USM U.S. News & World Report
- WGL WG&L/Auerbach
- WS Windows Sources
- ZD Ziff-Davis Publishing Online

CLUBS/MEMBERSHIPS/ SPECIAL OFFERS

- AB Audio Book Club •
- AV AutoVantage Online •
- CD BMG Music Service •
- FREECD Columbia House •
- ▼ FREEOU The Free Offer Outlet ★
- LOS Library of Science Book Club •
- NB Newbridge Book Clubs
- DINE Premier Dining •
- SA Shoppers Advantage Online •
- BK Small Computer Book Club •
- TA Travelers Advantage •

COMPUTER HARDWARE/ SUPPLIES

- DP AT&T Online Store ■
- MM A2Z Multimedia SuperShop
- CE Computer Express
- CA Concord Direct
- ▼ CW CyberWarehouse ■
- DA Dolco Computer Electronics
- DD Digital PC Store •
- JDR JDR Microdevices
- MZ Mac Zone/PC Zone
- MW MacWarehouse
- MCW MicroWarehouse
- MCS Mission Control Software
- PA Parsons Technology
- PCA PC Catalog •
- SR Sears Shop At Home •
- VEK Vektron Online

COMPUTER SOFTWARE

- MM A2Z Multimedia SuperShop
- ABSOLU Absolut Museum
- BB Broderbund
- CF CheckFree Corporation •
- ORDER CompuServe Store ★
- CE Computer Express
- DD Digital PC Store •
- EP Epic MegaGames
- HTS Hybrid Technical Systems
- IBMPSP IBM Personal Software Products •
- JDR JDR Microdevices
- LTM The Lotus Organizer Store •
- MZ Mac Zone/PC Zone
- MW MacWarehouse
- MCW MicroWarehouse
- MCS Mission Control Software
- PA Parsons Technology
- PCA PC Catalog •
- PWM PC World Online
- SAF Safeware Computer Insurance
- SD Shareware Depot ■
- SI Sierra On-Line
- SP Softdisk Publishing
- SPDL Softdisk Publishing Download Superstore
- VEK Vektron Online
- MEGAST Virgin

GIFTS/FLOWERS/ GOURMET FOODS

FINANCE/INSURANCE/ REAL ESTATE

BNBG	Bull & Bear •
INC	Business Incorporating Guide
CTB	Centerbank Mortgage •
CF	CheckFree Corporation •
CMS	CMS Home Mortgage Corp •
CORP	The Company Corporation
CARD	CompuServe Visa Store •
CNL	Connecticut National Life Online •
CIC	Continental Insurancenter •
CRE	CREDENTIALS SERVICES •
DR	Dreyfus Corporation •
FC	Ford Credit ■
HRB	H&R Block •
HF	HomeFinder by AMS ■
IB	Investor's Business Daily •
TKR	Max Ule Discount Brokerage ★
RELO	Relocation Network •
SAF	Safeware Computer Insurance
TC	Twentieth Century Mutual Funds



GO MALL



FGH	1-800-Flowers and Gifthouse
AIF	Adventures in Food ★
BH	Breton Harbor Gift Services
COF	Coffee Anyone ???
ETHELM	Ethel M Chocolates
FFS	Florida Fruit Shippers ★
FS	Flower Stop •
FTD	FTD ONLINE
GS	The Gift Sender
GIM	Gimmee Jimmy's Cookies
GMR	Green Mountain Coffee Roasters
HAL	Hallmark Connections •
HAM	HoneyBaked Ham Company •
LBW	Liquor by Wire
MMA	The Metropolitan Museum of Art
OS	Omaha Steaks
PASTI	Past Times
WK	Walter Knoll Florist

HOBBIES/TOYS

CAMP	CAMP MOR •
GW	Garrett Wade Woodworking
SGM	Sega Mall
TOM	Tomorrow's Child

HOUSEWARES

BSET	Bassett Furniture
CC	Chef's Catalog •
BEDS	Dial-A-Mattress •
HSV	Home Shopping Values •
JCP	JCPenney ■
SA	Shoppers Advantage Online •
HM	Sutherland's HouseMart

HOW TO SHOP:

Shopping The Electronic Mall has never been easier! If you're using the latest version of *CompuServe Information Manager (CIM)* software, available for Windows, DOS and Macintosh, you'll find everything on one convenient screen. With the touch of a finger you can browse product descriptions, flip back and forth between products, view full-color images, and order right on the spot. You can even store your name, address and credit card information in the database, so you don't have to type it in each time. To shop the Mall that never closes, GO MALL.

SHIPPING:

Shopping in most stores in The Electronic Mall is available to CompuServe members around the world. The following guide will help you with your store selection:

- U.S. Only
- ★ Please go online for details
- U.S. and Canada
- All other merchants ship worldwide.
- ▼ The Electronic Mall is pleased to welcome our newest merchants!



PUBLIC SERVICES/ CHARITIES

CCF	Christian Children's Fund
UW	United Way Online •

SPORTS/FITNESS/HEALTH

AC	Americana Clothing
AU	Austad's Golf •
CAMP	CAMP MOR ■
CL	Contact Lens Supply ■
RX	Health and Vitamin Express
LENS	Lens Express
▼ LGO	LOGOS Online ■
SDV	SDV Vitamins ★
SHOES	Stuart McGuire Shoes •

OFFICE SUPPLIES/ BUSINESS SERVICES

INC	Business Incorporating Guide
CORP	The Company Corporation
ORDER	CompuServe Store ★
CARD	CompuServe Visa Store •
HRB	H&R Block •
TTS	H&R Block Tax Training School •
HF	HomeFinder by AMS ■
IUM	Information USA
OFCMAX	OfficeMax OnLine ★
PWP	Penny Wise Custom Print Shop •
PW	Penny Wise Office Products •
RELO	Relocation Network •
UP	University of Phoenix •
UPS	UPS Worldwide Services

TRAVEL/VACATIONS

AF	Air France ■
AMZ	Amazing Vacations by Rosenbluth Vacations
CRUISE	Compu-Cruise by Rosenbluth
ESERV	eServ Travel Value Network •
HYATT	Hyatt International
TA	Travelers Advantage •



Introducing a Successful Combination of Rocket Science and Accounting



It's the Supra SE. And it's the result of a combination of elements that would make alchemists proud and car enthusiasts salivate. You can find the Supra SE in Toyota's new online showroom. See details on a special offer for Supra SE effective through September 30, 1995. Loaded with information, photos and interactive downloads, Toyota Interactive offers you an inside view of Toyota in America. Toyota owners can even talk with the Toyota Customer Assistance Center.

TOYOTA INTERACTIVE. GO TOYOTA



Play the LOGOS Online NFL Kickoff Sweepstakes!

Here's the chance for all you Monday morning quarterbacks to get a jump on the season and test your football knowledge! Tell us your "picks" for the American and National Football leagues for the 1995-1996 season, and we'll enter you in a drawing for three terrific football prizes! Complete contest details and rules online.

GRAND PRIZE:

Autographed Authentic Wilson Football with your choice of many NFL MVP signatures. Includes letter of authenticity.

FIRST PRIZE:

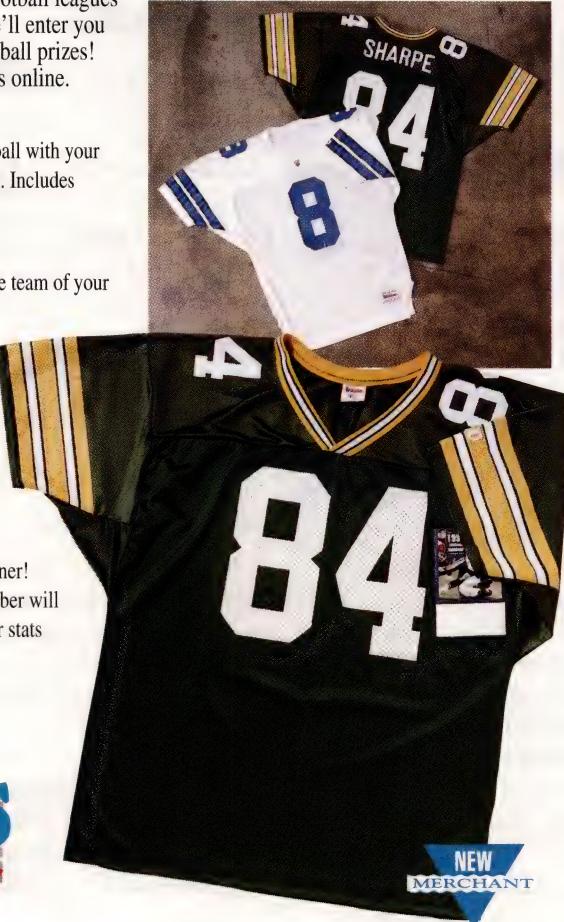
Authentic NFL Player Jersey from the team of your choice. Includes either your favorite player's name and number, or your name and number.

SECOND PRIZE:

Replica NFL Jersey from your favorite team, with top player's name and number.

At LOGOS Online, everyone's a winner! All orders during August and September will include a free NFL Guide with player stats and facts about this year's teams.

LOGOS ONLINE. GO LGO



THE COMPUERVE COMMITMENT TO ELECTRONIC SHOPPING



As a CompuServe shopper, you are on the leading edge, shopping today the way the rest of the world will shop in years to come — electronically! We are continually striving to expand our roster of stores to provide you with the best products, services and information available. We welcome your comments and suggestions.

GO MALLMANAGER

SHOPPERS
GUIDE

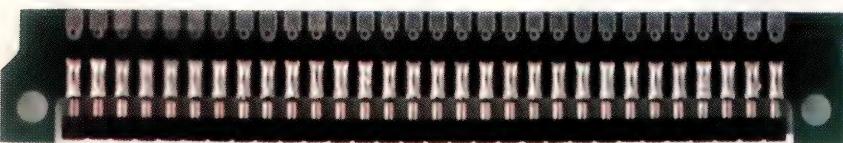




Scan your color photos directly into your computer!

Add photos to labels, letters, school reports, newsletters, invitations and more. Includes the EasyPhoto Reader, easy-to-use software, over 250 photos and sample documents. Automatically positions and reads photos for you. Requires IBM 486, 8 MG RAM and CD-ROM.

**COMPUTER EXPRESS. GO CE
EASYPHOTO READER BUNDLE \$265**



Convert SIPs to SIMMs in a flash!

Most newer motherboards and cache cards require SIMM devices, not SIPs. With this converter, your unusable SIPs can be plugged into a SIMM socket. Quick and easy, this converter is all you need to make sure your SIPs are fast enough for your application.

**JDR MICRODEVICES. GO JDR
SIP2SIMM CONVERTER \$8.95**



Secure your online connection with the Small Computer Book Club.

Get all the information you need to secure your online connection, explore the World Wide Web and network Windows 95 successfully with *Modems Made Easy*, 2nd Edition (\$21.95 value), *Mosaic & Web Explorer* (\$34.99 value) and *Lan Times Guide to Networking Windows 95* (\$29.95 value). Get all three for only \$3 when you join! Or select from over 150 titles online.

SMALL COMPUTER BOOK CLUB. GO BK



Save during the Softdisk Download Superstore Grand Opening sale!

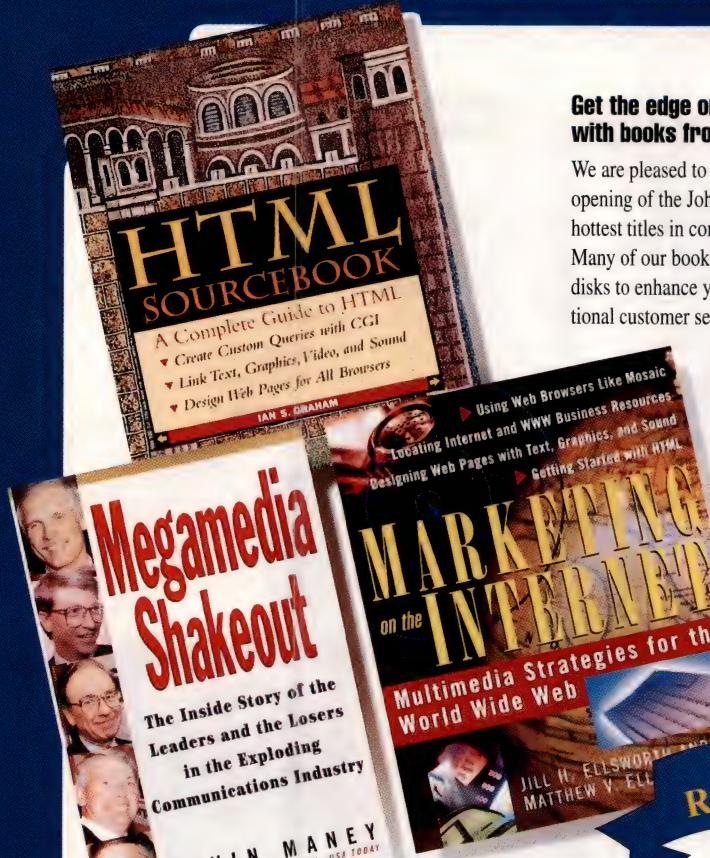
Why wait for mail order software when you can download it right now! Get terrific prices on fully-registered software from the world's best-known publishers. Just take your pick and we'll ZAP it to you instantly! Download utilities, graphics, games like *Dave Goes Nutz* and *Backgammon* at Grand Opening prices as low as \$3! Details online.

SOFTDISK DOWNLOAD SUPERSTORE. GO SPDL

Take a look at what's new with Go Digital Interactive!

This quarterly CD-ROM picks up where print magazines leave off. Each issue features interactive stories with over 60 minutes of QuickTime™ video that takes you on a fast-paced joy ride. *Go Digital* features up-close interviews, in-depth features and interactive VideoPictorials!

**MISSION CONTROL SOFTWARE. GO MCS
GO DIGITAL INTERACTIVE \$14.95 PER ISSUE**



**Get the edge on high-tech businesses
with books from John Wiley!**

We are pleased to announce the Grand Re-opening of the John Wiley store. You will find the hottest titles in computer and business books. Many of our books now include CD-ROMs and disks to enhance your skills. Our U.S. and international customer service now bring you the best

service. GO JW to see
the new John Wiley
Publishing Online!

**JOHN WILEY PUBLISHING
ONLINE. GO JW
THE HTML SOURCEBOOK
\$29.95
MEGAMEDIA SHAKEOUT
\$24.95
MARKETING ON THE
INTERNET WITH
MOSAIC, LYXIN, AND
HTML \$24.95**



**Shop the CompuServe Store
for super savings!**

Take advantage of great sale prices at the CompuServe Store. *CompuServe Information Manager for Windows: The Complete Handbook and Membership Kit* includes WinCIM software and all you need to set up and save on CompuServe. The *CIM User's Guide* is a practical, easy-to-use guide to getting the most out of CompuServe.

COMPUSERVE STORE. GO ORDER

**COMPUSERVE INFORMATION MANAGER FOR
WINDOWS: THE COMPLETE HANDBOOK AND
MEMBERSHIP KIT** LIST PRICE \$29.95

SALE PRICE \$24.95

INCLUDES WINCIM AND \$15 CONNECT-TIME CREDIT!

CIM USER'S GUIDE LIST PRICE \$19.95

SALE PRICE \$10

INCLUDES \$10 CONNECT-TIME CREDIT!



The screenshot shows the 'Account Register' window for the 'Checking' account. The window has a menu bar with 'File', 'Edit', 'View', 'Format', 'Tools', and 'Help'. The 'View' menu is open, showing options like 'Active (by date)', 'Inactive (by date)', 'Active (by description)', 'Inactive (by description)', and 'Archived (by description)'. The main area displays a table of transactions:

No.	Date	Description	Amount	Balance
1	06/01/94	Highway Tax	-10.00	120.40
2	06/01/94	Pay Check	+100.00	220.40
3	06/01/94	Deposit	+100.00	320.40
4	06/05/94	Salary Inc.	+100.00	420.40
5	06/05/94	Pay Check	-100.00	320.40
6	06/05/94	Salary Inc.	+100.00	420.40
7	06/05/94	Over Payment Refund	-60.00	310.40
8	06/07/94	Washer & Dryer	-50.00	260.40
9	06/07/94	Gasoline - Commuter	-12.46	248.54
10	06/07/94	Telephone	-15.00	233.54
11	06/07/94	Checkbook	-10.00	223.54
12	06/07/94	Gasoline - Commuter	-12.46	213.08
13	06/07/94	Gasoline - Commuter	-12.46	190.62
14	06/07/94	Gasoline - Commuter	-12.46	178.16
15	06/07/94	Gasoline - Commuter	-12.46	165.70
16	06/07/94	Gasoline - Commuter	-12.46	153.24
17	06/07/94	Gasoline - Commuter	-12.46	140.78
18	06/07/94	Gasoline - Commuter	-12.46	128.32
19	06/07/94	Gasoline - Commuter	-12.46	115.86
20	06/07/94	Gasoline - Commuter	-12.46	103.40
21	06/07/94	Gasoline - Commuter	-12.46	90.94
22	06/07/94	Gasoline - Commuter	-12.46	78.48
23	06/07/94	Gasoline - Commuter	-12.46	65.02
24	06/07/94	Gasoline - Commuter	-12.46	52.56
25	06/07/94	Gasoline - Commuter	-12.46	40.10
26	06/07/94	Gasoline - Commuter	-12.46	27.64
27	06/07/94	Gasoline - Commuter	-12.46	15.18
28	06/07/94	Gasoline - Commuter	-12.46	3.72
29	06/07/94	Gasoline - Commuter	-12.46	-1.06
30	06/07/94	Gasoline - Commuter	-12.46	-13.52
31	06/07/94	Gasoline - Commuter	-12.46	-26.06
32	06/07/94	Gasoline - Commuter	-12.46	-38.50
33	06/07/94	Gasoline - Commuter	-12.46	-51.04
34	06/07/94	Gasoline - Commuter	-12.46	-63.48
35	06/07/94	Gasoline - Commuter	-12.46	-76.02
36	06/07/94	Gasoline - Commuter	-12.46	-88.46
37	06/07/94	Gasoline - Commuter	-12.46	-100.90
38	06/07/94	Gasoline - Commuter	-12.46	-113.34
39	06/07/94	Gasoline - Commuter	-12.46	-125.78
40	06/07/94	Gasoline - Commuter	-12.46	-138.22
41	06/07/94	Gasoline - Commuter	-12.46	-150.66
42	06/07/94	Gasoline - Commuter	-12.46	-163.10
43	06/07/94	Gasoline - Commuter	-12.46	-175.54
44	06/07/94	Gasoline - Commuter	-12.46	-187.98
45	06/07/94	Gasoline - Commuter	-12.46	-200.42
46	06/07/94	Gasoline - Commuter	-12.46	-212.86
47	06/07/94	Gasoline - Commuter	-12.46	-225.30
48	06/07/94	Gasoline - Commuter	-12.46	-237.74
49	06/07/94	Gasoline - Commuter	-12.46	-250.18
50	06/07/94	Gasoline - Commuter	-12.46	-262.62
51	06/07/94	Gasoline - Commuter	-12.46	-275.06
52	06/07/94	Gasoline - Commuter	-12.46	-287.50
53	06/07/94	Gasoline - Commuter	-12.46	-300.94
54	06/07/94	Gasoline - Commuter	-12.46	-313.38
55	06/07/94	Gasoline - Commuter	-12.46	-325.82
56	06/07/94	Gasoline - Commuter	-12.46	-338.26
57	06/07/94	Gasoline - Commuter	-12.46	-350.70
58	06/07/94	Gasoline - Commuter	-12.46	-363.14
59	06/07/94	Gasoline - Commuter	-12.46	-375.58
60	06/07/94	Gasoline - Commuter	-12.46	-388.02
61	06/07/94	Gasoline - Commuter	-12.46	-400.46
62	06/07/94	Gasoline - Commuter	-12.46	-412.90
63	06/07/94	Gasoline - Commuter	-12.46	-425.34
64	06/07/94	Gasoline - Commuter	-12.46	-437.78
65	06/07/94	Gasoline - Commuter	-12.46	-450.22
66	06/07/94	Gasoline - Commuter	-12.46	-462.66
67	06/07/94	Gasoline - Commuter	-12.46	-475.10
68	06/07/94	Gasoline - Commuter	-12.46	-487.54
69	06/07/94	Gasoline - Commuter	-12.46	-500.98
70	06/07/94	Gasoline - Commuter	-12.46	-513.42
71	06/07/94	Gasoline - Commuter	-12.46	-525.86
72	06/07/94	Gasoline - Commuter	-12.46	-538.30
73	06/07/94	Gasoline - Commuter	-12.46	-550.74
74	06/07/94	Gasoline - Commuter	-12.46	-563.18
75	06/07/94	Gasoline - Commuter	-12.46	-575.62
76	06/07/94	Gasoline - Commuter	-12.46	-588.06
77	06/07/94	Gasoline - Commuter	-12.46	-600.50
78	06/07/94	Gasoline - Commuter	-12.46	-612.94
79	06/07/94	Gasoline - Commuter	-12.46	-625.38
80	06/07/94	Gasoline - Commuter	-12.46	-637.82
81	06/07/94	Gasoline - Commuter	-12.46	-650.26
82	06/07/94	Gasoline - Commuter	-12.46	-662.70
83	06/07/94	Gasoline - Commuter	-12.46	-675.14
84	06/07/94	Gasoline - Commuter	-12.46	-687.58
85	06/07/94	Gasoline - Commuter	-12.46	-700.02
86	06/07/94	Gasoline - Commuter	-12.46	-712.46
87	06/07/94	Gasoline - Commuter	-12.46	-725.90
88	06/07/94	Gasoline - Commuter	-12.46	-738.34
89	06/07/94	Gasoline - Commuter	-12.46	-750.78
90	06/07/94	Gasoline - Commuter	-12.46	-763.22
91	06/07/94	Gasoline - Commuter	-12.46	-775.66
92	06/07/94	Gasoline - Commuter	-12.46	-788.10
93	06/07/94	Gasoline - Commuter	-12.46	-800.54
94	06/07/94	Gasoline - Commuter	-12.46	-812.98
95	06/07/94	Gasoline - Commuter	-12.46	-825.42
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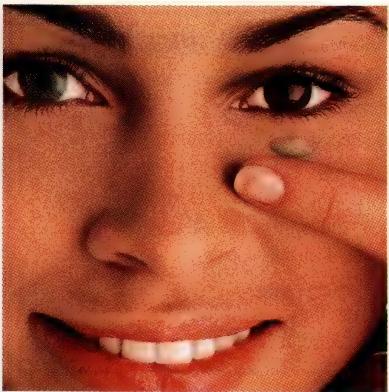
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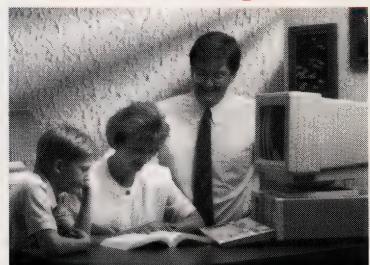


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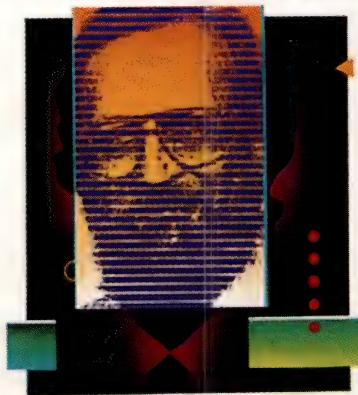
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Readers' Writes

How to Get the Most Out of CompuServe

with Charles Bowen



Charles Bowen is a contributing editor of *CompuServe Magazine*, author of *CompuServe From A to Z*, and co-author of *How to Get the Most Out of CompuServe*, both from Random House.

Is there a forum where I can learn about Esperanto or communicate with other speakers?

Val Balagot
Antelope, California

Sure. Esperanto is spoken in the Foreign Language Education Forum (GO FLEFO), a service for students and teachers.

Is there a place where I can find scores and stats of World League football? (I found something about football in the U.S. but not in other countries.)

Nicolas Bock
Kelsterbach, Germany

How about *Sports Illustrated's* Statistics area (GO SISTATS)? Select More Sports from the feature's main menu, then the Sport Not Otherwise Listed option on the subsequent menu. This will bring you to a Stats & Facts menu that often includes World League football standings.

I have been an origami enthusiast for several years now. Is there a forum that has origami information, projects, etc.?

Justin Byers
Bluffton, Ohio

Paper crafts, including origami, are regular topics in the new Handcrafts Forum (GO HANDCRAFTS). Also, the Japan Forum (GO JAPAN) has a section of its message board and library on hobbies, and there is at least one file in its database on the subject.

Recently I downloaded a program that uses the VBRUN100.DLL Windows file, which I didn't have. Do you know where I can look for it? I did a word search in several Windows-related forums and was able to find copies of only the VBRUN200 and VBRUN300.DLL files.

Rick Lowe
Mexico City, Mexico

I searched the PC File Finder (GO PCFF) with the keyword VBRUN100 and found that VBRUN100.DLL is available for downloading from a number of forums. Most folks seem to pick it up from Microsoft Corp.'s MS BASIC Forum (GO MSBASIC). There it's in Library 5, "Programming Issues," in a file called VBRUN.ZIP.

Where might I find a forum on building and architecture?

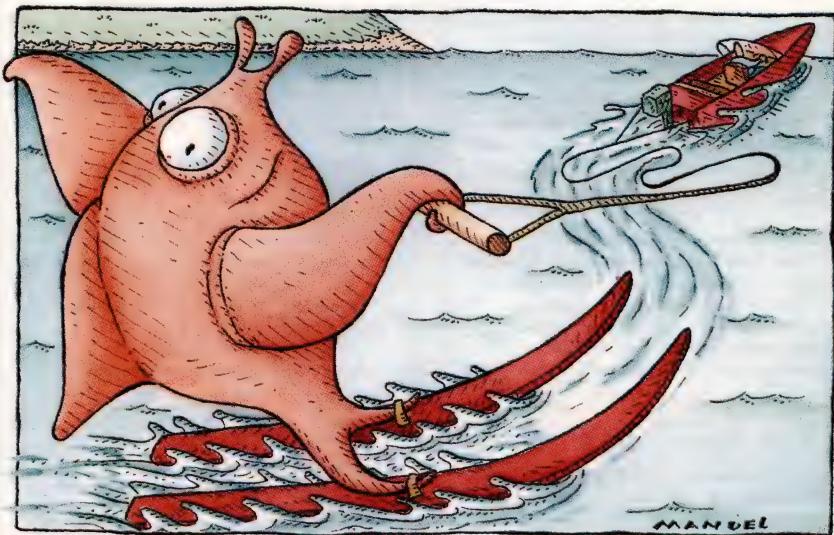
Ryan Parkyn
Calgary, Alberta, Canada

Check out Time Warner's new Dwellings Forum, which is devoted to all forms of building. To reach it, GO TWDWELLINGS.

Send questions to CompuServe User ID number 70007,411. If your question is answered in this column, we'll apply a \$25 connect credit to your CompuServe account.

August Mensa Puzzler

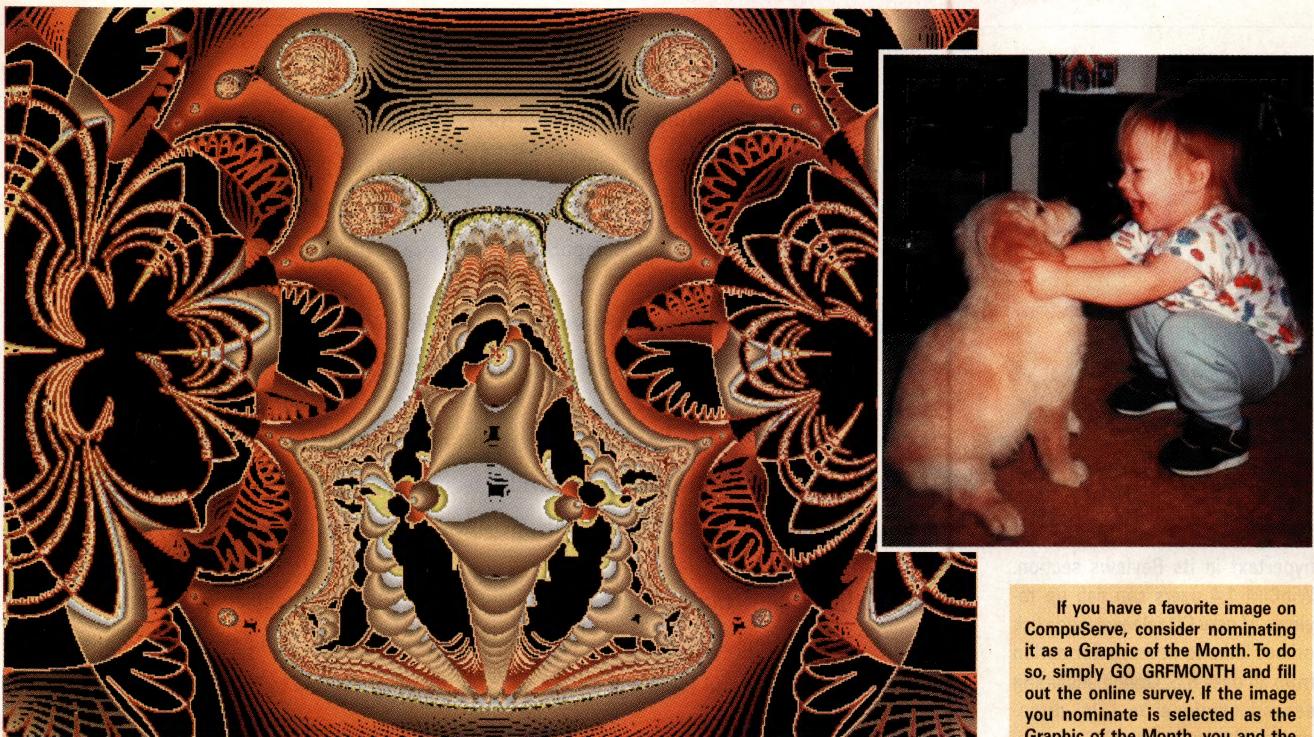
This month's Mensa Puzzler was submitted by CompuServe member David Greenlee. You'll find the answer in the Mensa Forum's News Flash (GO MENSA). Answers to past puzzlers are located in the forum's Library 13, "Puns/Jokes/Puzzlers."



George Bernard Shaw said that the word "fish" should be spelled "ghoti" (gh as in "rough," o as in "women," and ti as in "nation"). What is the longest spelling of "ski" using the same principle?

Do you have a Puzzler that you'd like to share with CM readers? Send your entry of no more than five brief puzzles (with answers) to: Puzzlers, *CompuServe Magazine*, P.O. Box 20212, Columbus, OH 43220. Include your full name, address, daytime telephone number, and CompuServe User ID number. Puzzles that are not sensitive to character positioning can be sent by CompuServe Mail to User ID number 76004,3302. If your puzzle is used here, we'll credit \$35 to your CompuServe account.

Graphic of the Month



CM's Graphic of the Month for August is *Chinese-Art* by Robert W. Carr, M.D. Carr created the image on his DX2/66 computer using the software program Fractint. The image resolution is 640 x 480. Download the image from the Graphics Developers Forum (GO GRAPHDEV), Library 5, "Fractal Images," as file C-ART.GIF (128,781 bytes).

Carr, who resides in Ocala, Florida, says that aside from computers, his interests are bass fishing and hybridizing daylilies.

This month's runner-up is *Puppy and Little Boy* by R. F. Horton, found in the Pets One Forum (GO PETSONE), Library 2, "Dog Graphics," as file DOG1.JPG (26,099 bytes).

If you have a favorite image on CompuServe, consider nominating it as a Graphic of the Month. To do so, simply GO GRFMONT and fill out the online survey. If the image you nominate is selected as the Graphic of the Month, you and the image uploader/creator will receive a \$25 CompuServe account credit. Image uploaders/creators are permitted to nominate themselves, but only one \$25 credit is applied to each member.

MEMBER ESSAY

One Online Community Softens the Shock of Oklahoma City

I am blessed to have a few close friends and a number of acquaintances, but none of them has the slightest interest in counted-cross-stitch. Oh, most of them are happy recipients of my hand-wrought gifts; they just don't want to talk about my hobby (read obsession). But early in my membership to CompuServe I found the Crafts Forum, now divided into the Fibercrafts and Handcrafts forums (GO FIBERCRAFTS and GO HANDCRAFTS). A whole new world of friends opened to me via my PC! On a weekly basis I converse with Kim, Darlene, Abby, and others about our favorite designers, UFOs (unfinished objects), and lack of time to pursue our hobby in conference. Throughout the rest of the week I keep in touch by sending and receiving messages; all of them pale, however, in comparison with our conference of April 24, 1995.

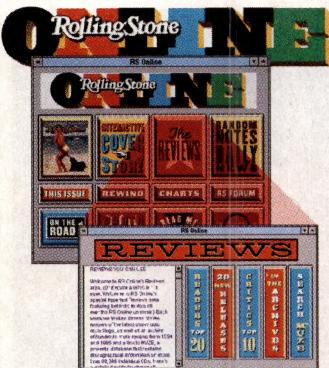
It was the Monday after the Oklahoma City bombing. We were outraged, devastated, and still reeling in shock over the deliberate act of vicious violence. Sharing a need to *do* something, within the span of our one-hour conference we planned two quilts (one of teddy bears and one representing our home states, provinces, and countries) to be stitched and donated to Oklahoma City. One

member volunteered to research the best source to receive our quilts, another member volunteered to accept all the squares and coordinate the actual quilt making, and several others offered fabric and/or money to help pay for supplies. Since then, messages regarding the Oklahoma City project have been posted daily, with more and more volunteers stepping forward. Could I alone in southwest Florida have coordinated such a project in one hour or one day or one week? No. Could I have come to feel a sense of healing and purpose with regard to the tragedy of Oklahoma City so quickly without CompuServe and my CISters? No. I hope I speak for all of us on the "Counted-Cross-Stitch" section of the Fibercrafts Forum when I say, "Thank you, CompuServe."

Sharon Heston
Cape Coral, Florida

Compete for \$50 worth of connect-time credit in CompuServe Magazine's monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to CompuServe User ID number 76004,3302. Include your full name and address.

UPDATE



Hyper Reviews

Rolling Stone Online now features hypertext in its Reviews section. WinCIM 1.4 users can call up reviews of new CD releases and click on hot links to access information from all over R.S. Online, including second opinions on CDs, discographical data on 80,000 pop-music recordings, and detailed information on more than 5,000 concerts and events worldwide. GO RSONLINE



Revisit WWII

World War II ended 50 years ago September 2. To mark the anniversary, enter a contest sponsored by the Military Forum, a WWII Commemorative Community (see logo above), and the Ohio Travel Forum. Answer 20 WWII questions and qualify for the grand prize: a trip to the largest military aviation museum in the world, the U.S. Air Force Museum in Dayton, Ohio. To enter, GO MILITARY. To visit the Ohio Travel Forum, GO OHIO.

Join the Internet Scavenger Hunt and compete for \$1 million in prizes. Participants follow clues hidden on World Wide Web sites to win monthly prizes and the grand prize, a Nissan 300ZX. Sponsored by CompuServe and CMP Publications, publisher of computer magazines, the event runs through October 27. GO INTERNET or visit CompuServe's Web site at <http://www.compuserve.com>.

E-mail help is available in the CompuServe Mail Center, where you can get information on mail rates, directions for addressing mail to users of other e-mail services, and more. GO MAILCENTER

The Recording Industry Forum has split into four forums: Rock Online, Jazz Beat, Electric Soul, and Wired on Country. Because the forums are divided by musical genre, fans can more quickly find the latest news about artists. GO ROCKONLINE, GO JAZZ, GO SOUL, and GO COUNTRY.

Get information about the Muscular Dystrophy Association's annual Jerry Lewis Labor Day Telethon, to be held September 3, in the MDA Forum. Access a schedule of events, read news about neuromuscular diseases and research, and more. Also, make donations to MDA online. GO MDA

Download the year's top shareware programs from ZiffNet. Recently selected as winners of the Second Annual Ziff-Davis Shareware Awards, the programs encompass 18 categories, from Windows utilities to games, multimedia, and productivity. To read about the winners and to download, GO ZDAWARDS. For details of ZiffNet membership, GO ZIFFMEM.

Access more than 500 Windows-related areas on CompuServe in the WinSupport area, a centralized home for forums, databases, and services that offer Windows support. The graphical interface provides searching tools that help you find the services you need. GO WINSUPPORT

Pilots and would-be pilots can take flight in AOPA Online, a new area devoted to general aviation. Sponsored by the Aircraft Owners and Pilots Association, AOPA Online offers searchable databases, files, and discussion on private flying. GO AOPA

Go car crazy with a Ford screen saver for Windows, featuring the Explorer and other models, in the Ford Electronic Showroom. The showroom offers pictures and information on Ford vehicles. GO FORD

NEXT MONTH • Driver's Thread: Why the Online Discussion of Car Buying, Fixing, and Devotion Is No Accident • Shiny New Windows: Where You Can Ask Questions About Microsoft's "95" System Upgrade • Web Again: More Sites to Try • It's a Living: A Tour of Professional Forums • IQuest's New Zest: Easier Pricing and Navigating • Research for Tomorrow: Online Encyclopedias



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*Thom Hartmann,
Sysop, Desktop Publishing Forum*

"In May of this year we incorporated with you and are extremely happy with the services you provided. With your services, you took the mystery out of incorporating and made Delaware law work for us. It's also nice to know that whenever we have a question, we can just dial you up (as we did quite a few times when we were filling out those S status filing and EIN application forms!). Thanks again for all your help!"

*Janice and Robert Pfister
J&R Marketing Incorporated*

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*Julian Sorel
Sorel Data Services*



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